

JOB DESCRIPTION

Job Title: Counsellor / Cwnselydd

Department: Support Services

Reporting to: Counselling Services Manager

Location: Home / Head Office

PURPOSE OF ROLE:

Provide high quality one to one counselling for people affected by cancer through the medium of the Welsh language.

Work closely with the Counselling Services Manager in the counselling service to reflect the changing needs of the clients, service and always ensuring consistent standards of best practice.

MAIN DUTIES AND RESPONSIBILITIES

- Ensure a high quality of service delivery in providing one-to-one counselling and group work
- Work to deliver counselling to suit the needs of individual clients within the Ethical framework of the British Association of Counsellors and Psychotherapists (BACP)
- Select appropriate interventions and consider onward referral for other and specialist services
- Maintain a case load of clients in line with the counselling operational manual and to maintain a high-quality clinical practice by attending monthly clinical supervision in accordance with at least the minimum levels recommended by the BACP
- Deal promptly, and with sensitivity, with individuals external to Tenovus Cancer Care, members of the public, staff, and volunteers, whilst maintaining personal and professional boundaries
- Respect service user confidentiality and ensure that autonomy and privacy are preserved in line with GDPR
- Responsible for identifying risk to vulnerable clients and reporting any concerns to the Counselling Services manager and Safeguarding Team
- Ensure that any complaints relating to the counselling service are appropriately reported in a timely way
- Support the Counselling Services Manager in accordance with the strategic aims of the charity
- Provide feedback and input around procedure or policies and service delivery

- Work effectively and flexibly in a team and collaboratively with others
- Assist the Counselling Services Manager with reports and maintain client records appropriately and securely
- Assist and participate in on-going audit/evaluation of the counselling service and contribute to clinical outcome data
- Maintain professional registration and practice in line with BACP guidelines and undertake appropriate Continuing Professional Development, providing evidence of this
- Take part in peer review and reflective practice to facilitate personal and professional development
- Undertake, as directed learning activities/courses/training which are relevant to the role and as part of individual development in line with service needs and BACP guidelines
- Ensure accurate knowledge of all working practices and procedures to ensure continuation of service provision in the absence of colleagues across all areas of the Counselling Service

Prepared by: Counselling Services Manager

Date Prepared: October 2025

PERSON SPECIFICATION

	Essential	Desirable
Experience & Knowledge		
Diploma in Counselling/Psychotherapy approved by the BACP or equivalent	●	
BACP registered membership or equivalent	●	
Experience in all aspects of Counselling/integrative skills	●	
Demonstrable experience of Online/Telephone Counselling	●	
Evidence of Continuous Professional Development as recommended by BACP or equivalent	●	
Experience of using an IT database and collating accurate records	●	
Experience of providing a counselling service through the Welsh language medium	●	
Experience of Counselling within a Health Care environment		●
Experience of Counselling people affected by cancer		●
Experience of signposting to other relevant services		●
Experience of leading group counselling sessions virtually or in person		●
Specialist knowledge of issues around a cancer diagnosis including anxiety, grief, loss and anger		●
Experience of delivering training and / or working with volunteers		●

Skills, Aptitudes & Abilities		
Excellent communication and interpersonal skills including empathy with the ability to make people feel at ease	●	
Reflective counselling practitioner	●	
Proficient in relevant Microsoft Office packages, i.e. Teams, Word, Excel, PowerPoint, Outlook	●	
A collaborative approach to working with others and working on your own initiative	●	
Excellent planning and organisation skills - able to work unsupervised and as part of a team	●	
Ability to communicate through the medium of Welsh in the role	●	
Legally able to drive in the UK on a full licence or access to own transport to fulfil the needs of the role		●
Excellent presentation/group facilitation skills		●

FLEXIBILITY STATEMENT

In addition to the duties and responsibilities outlines, you must be prepared to undertake such additional duties which may result from changing circumstances, but which may not of necessity change the general character or level of responsibility to the post.

CONFIDENTIALITY

Ensure, in the course of employment, complete confidentiality is maintained in respect of the Charity, its dealings, transactions, affairs and all other information relating to clients, participants, associates, staff etc. and to ensure that all information relating to the above is processed in accordance with the Data Protection Act 2018 and the EU General Data Protection Regulation ('GDPR')

COMPETENCE

You are responsible for limiting your actions to those which you feel competent to undertake. If you have any doubts about your competence during the course of your duties you should immediately speak to your line manager.

RISK MANAGEMENT

It is a standard element of the role and responsibility of all staff within the Charity fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.

HEALTH AND SAFETY REQUIREMENTS

All employees of the Charity have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable the Charity to meet its own legal duties and to report any hazardous situations or defective equipment.

SMOKING

All employees, whilst in Tenovus Cancer Care's employment, are required to adhere to the Charity's no smoking policy. Any breach of this policy will be deemed as gross misconduct.

WORKING WITH VOLUNTEERS

All employees, whilst in Tenovus Cancer Care's employment, may be required to recruit and manage volunteers. This is an expectation for all roles at Tenovus and full support will be provided by Tenovus' Volunteering department.

EQUAL OPPORTUNITIES

The Charity is committed to providing equal opportunities in employment and to avoiding unlawful discrimination in employment and against customers. All employees are expected to promote equal opportunities for staff and clients in accordance with the Charity's Equal Opportunity Policy and Procedure.

VALUES

The charity works within a culture that reflects the following values – Integrity, Supportive, Inclusive, Innovative and Collaborative. All employees are expected to demonstrate and reflect these values in their day to day activities.