



**LLES AR GYFER GWEITHIO  
WELLBEING FOR WORK**

# **JOB APPLICATION PACK**

[www.rcs-wales.co.uk](http://www.rcs-wales.co.uk)

# We make wellbeing our business

We're delighted that you're considering joining RCS at this exciting stage in our development.

RCS is an award-winning not-for-profit company based in North Wales. Wellbeing is at the heart of our mission; to contribute to individual, economic and social wellbeing through helping more people to enter, progress and thrive in employment. We deliver a range of personalised support, training and therapies to help people and businesses improve workplace wellbeing.

We are deeply proud of our team of passionate and dedicated employees, who deliver quality services that transform thousands of lives every year:

## Helping people into work

Our support helps people with mental health needs to thrive and be their best selves through finding and sustaining a suitable job role.

## Keeping people well at work

Our services provide employed and self-employed people with personalised support and therapy, with the aim of preventing absence and improving wellbeing at work.

## Building Well Workplaces

We help employers put wellbeing at the core of their operations – reaping the benefits of an engaged and productive workforce

From our beginnings in Rhyl, North Wales in 2007, we now deliver wellbeing services across Wales.

Our approach is underpinned by a set of key values:



### Responding

Responding creatively and flexibly to identified needs



### Connecting

Helping people create the connections they need to progress and thrive in work



### Supporting

Providing strengths-based, empowering support to create positive futures for people and places

We put wellbeing at the heart of our own business, with generous terms and conditions to help our employees maintain a healthy work-life balance.

## Terms and Conditions



Employees receive 30 days' annual leave pro rata, plus bank holidays.

We offer a range of flexible working options, including part-time, compressed hours and annualised hours. All staff work flexi-time, choosing how to organise their working day around a set of core hours.

We provide paid time off for sickness absence, and offer generous pay during maternity, paternity and adoption leave.

Our salaries are competitive, with annual increments following successful appraisal. We are proud members of the Living Wage Foundation, dedicated to ensuring that all our staff receive a wage they can really live on.

We offer a 6% employer pension contribution (gross) into a stakeholder pension scheme for eligible staff.

## Training and progression



We are proud to see our staff progress, and encourage and support our employees to embrace opportunities for professional development and growth.

We provide induction training and structured training routeways for all employees, with a broad range of workplace learning and development opportunities.

## Health and Wellbeing



We seek to provide a working environment where all of our employees can flourish and reach their full potential, whatever their health needs.

All staff have a paid 'wellbeing hour' every week to take part in a wellbeing activity of their choice.

Our in-house Wellbeing Champions organise a regular schedule of activities and events to bring staff together and promote team cohesion.

We provide free, rapid, confidential health support through our Employee Assistance Programme.

We have access to a Cycle to Work Scheme and discounted bus transport.

We have maintained the Gold Small Workplace Health Award since 2010, and were awarded 'Wellbeing Business of the Year' by the Federation for Small Businesses in 2020.

## Application process



Applications must be submitted on an RCS application form, in either Welsh or English; CVs will not be accepted. Applications received after the closing date will not be considered.

Following the closing date, we will invite shortlisted applicants to attend an interview. We will also let you know if you have been unsuccessful.

The job description states whether a DBS check will be required for the role. Checks are conducted during the induction process following a successful appointment.

In promoting equal opportunities RCS welcomes applicants from all sections of the community. We select candidates for interview based on their skills, qualifications and experience, and are committed to the fair treatment of our staff, potential staff and service users, regardless of race, gender, religion, sexual orientation, responsibilities for dependants, age, physical/mental disability or offending background.

## What our staff say

I've never worked for an organisation that truly puts wellbeing above everything else, which, in turn, allows for our staff to deliver the best service possible for our clients.

I'm so glad I applied and got the job. I love working in an environment where I can make a difference to people's lives. I'm so passionate about the work RCS do, I'll talk about them til the cows come home.

RCS invests time and resources to ensure staff have every opportunity to engage in wellbeing activities, and to have confidential and easily access to peer/line manager or independent support if needed.

I feel trusted to work at a flexible schedule, take the appropriate number of breaks, check in with my colleagues and team leader on a regular basis to ensure that we're all individually and collectively working together to give the best experience for those we care for.



**We look forward to hearing from you!**

## Job Description

**Role:** ..... Counsellor

**Salary:** ..... £25,219.34 rising incrementally to £28,969.09

**Band:** ..... 3.4 to 3.11

**Contract:** ..... Permanent

**Hours of work:** 30-37hrs a week

**Reports to:** .... Head of Operations

**Location:** ..... Hybrid working with office base in Rhyl

**Working arrangements:** 3 days a week office or agile working

## Job Purpose

RCS is a leading not-for-profit organisation which delivers a range of services to support people's wellbeing for work. This includes holistic, tailored support and work-focussed therapies for people whose mental health is affecting their ability to work. We are based in North Wales, and deliver services across the country.

We are currently looking for an experienced and qualified counsellor/therapist to join our team. The successful candidate will deliver therapeutic support (via phone, on-line or face-to-face) to a case-load of clients, as well as provide mentoring, guidance and support to our student counsellors.

In promoting equal opportunities, we welcome applicants from all sections of the community

## Role Description

You will provide work-focussed therapies for a case-load of clients, aimed at giving clients the tools and techniques they need to manage their mental health condition, thereby improving their wellbeing and preventing absence from work. You will undertake individual assessments and provide counselling/therapies, usually up to 6 sessions per client. You will work closely with RCS case coordinators, GPs, employers etc as appropriate to ensure that your support is integrated effectively within a client's overall support plan.

You will also support our team of Student Counsellors by providing mentoring, guidance and support to enable them to complete their practice hours in a safe and supportive environment. You will be responsible for undertaking initial assessments re allocating their clients suitable to their level of competence and skills.

## Key Responsibilities

- Provide efficient, effective and professional assessment and therapy to a case-load of clients; and to work autonomously within professional guidelines, including monitoring and evaluating all clinical work in line with the BACP Ethical Framework.
- Undertake initial counselling assessment (including the use of CORE10) and establish a counselling contract with the client based on their mild to moderate mental health needs.
- Deliver evidence-based psychological therapies to meet individual need, drawing on a range of recognised theoretical approaches.
- Provide mentoring support to student counsellors on placement with RCS;
- Allocate clients to students in line with their level of competence and skills;
- Assess and monitor risk and draw up appropriate risk management plans where required;
- Be accountable for own clinical decisions and professional actions in consultation with clinical supervisor and line manager;
- Work closely with colleagues and external partners to ensure support forms part of an effective solution-focussed action plan;
- Following completion of therapy sessions, oversee appropriate exit for clients;
- Maintain accurate and up-to-date client records;
- Work collaboratively with colleagues in the development, delivery and ongoing improvement of services;
- Work in accordance with RCS policies and procedures.
- Adhere to all safeguarding protocols and legislation
- Work within the boundaries of GDPR and other relevant legislation or guidelines when dealing with client and employer information;
- To work proactively in line with RCS's company values – Responding, Connecting and Supporting
- To work to our quality management system in order to ensure a consistent and quality service for clients
- Any other duties commensurate with role

## Person Specification

### Essential

- Qualification in counselling or psychotherapy (minimum of Level 4/ Diploma in Counselling or higher)
- Evidence of having completed a minimum of 250 hours of client contact time
- Must be a member of BACP / UKCP or equivalent professional body
- Evidence of Continuous Professional Development
- Experience of carrying out counselling assessments
- Substantial experience of providing short-term counselling
- Experience of effectively managing a caseload of clients
- Experience of supporting and mentoring student counsellors
- Outstanding communication and interpersonal skills
- Outstanding planning, organisational and time-management skills;
- Sound administrative skills, with ability to maintain effective and organised client records
- Sound IT skills with ability to use basic IT packages including Word, Excel and Outlook. Able to adapt to using other technologies as required, including customer information management databases, Skype, MS Teams and Zoom
- Commitment to equality, diversity and inclusion
- Empathetic, non-judgemental and trustworthy
- Creative, adaptable and flexible in approach
- Commitment to learning and willingness to engage in opportunities for continuous professional development

### Desirable

- Evidence of having completed a minimum of 450 hours of client contact time
- Enrolled on the BACP register or working towards registration
- BACP or UKCP Accreditation or working towards Accreditation
- Experience of delivering work-focussed therapies
- Experience of delivering telephone-based counselling
- Ability to communicate in Welsh