



# SPINAL INJURIES ASSOCIATION

Counselling & Wellbeing Officer

Dear candidate,

Thank you for your interest in joining this special charity with its vital role and unique culture. I hope that you find the following information useful in supporting your decision to apply.

The Spinal Injuries Association is committed to a singular vision: a fulfilled life for everyone affected by spinal cord injury. Everyone has a right to live a fulfilled life and that means the life they choose, a life that has the same opportunities as everyone else. Our work in campaigning, education and support is based on the personal experiences of our members.

We're the leading national charity supporting individuals who sustain damage to the spinal cord resulting in paralysis. We are a dedicated organisation providing high-impact, quality services for spinal cord injured people and their families.

Being a user-led organisation is important to us; as well as our 13,000 members and growing, just under half of our staff and 90% of our trustees live with spinal cord injury.

You'll be joining the charity at a pivotal time in our development journey. Our passionate team are driving forward ambitious plans to be a true Association for all, to build on our success and achieve greater impact, this post will play a critical role in achieving our ambitions. We hope that the role inspires you and look forward to receiving your application.



**Nik Hartley OBE**  
CEO, Spinal Injuries Association

# About us

We're the expert voice and leading source of information and advice for people affected by spinal cord injury (SCI).

For more than 45 years, we've been supporting spinal cord injured people and representing the wider SCI community to government and other decision-makers. Our work in campaigning, education and support is based on the personal experiences of our members.

Our belief is that everyone has a right to live a fulfilled life and that means the life they choose, a life that has the same opportunities as everyone else's. These beliefs have informed the development of our strategic plan:

[SIA website](#)

[SIA Strategic Plan](#)

[Impact Report 2020/21](#)

[YouTube](#)

SIA's vision is a fulfilled life for everyone affected by spinal cord injury.

SIA's purpose is to support all those affected by spinal cord injury by advising, educating and campaigning on their behalf.

In the past three years we have been redoubling our efforts, through an exciting new framework that has the potential to make this vision a real possibility, by developing an Association model that can:

- Serve the immediate and long-term needs of all people affected by a spinal cord injury
- Challenge all the barriers to accessing quality services and the means to achieving a fulfilled life. We have therefore committed to expand, diversify and be an Association not just of individuals but of organisations.

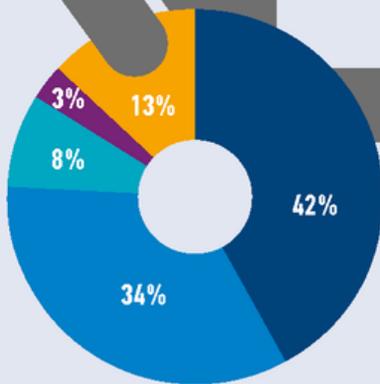
To achieve this, we have begun to build a support network of trusted partners in each region and online, available to everyone affected by a spinal cord injury

We have been shifting our modus operandi from a 'delivery-at' approach, to one based on engagement, enabling and network building in all our services, in all our advocacy, and in all our digital communications channels.

# WHAT WE DO

*with our money*

We are enormously grateful to everyone who supports us throughout the year. Here is what we do with our money:

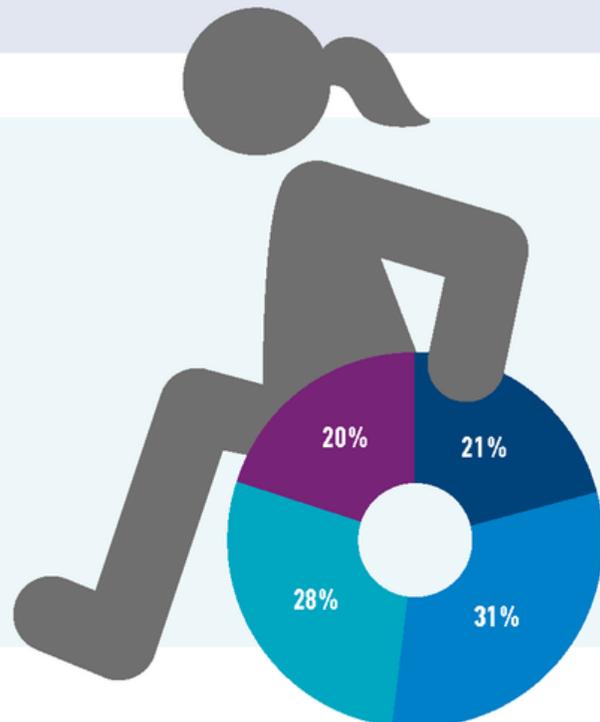


## How funds are raised

■ Donations & Legacies	£1,016,466
■ Grants	£820,484
■ Sponsorships & Corporate Membership	£198,333
■ Education, Training, Publications	£61,955
■ Other income incl. fundraising events and our social enterprise	£325,044
	<b>£2,422,282</b>

## How funds are spent

■ Information and Advice	£407,890
■ Advocacy and Representation	£605,104
■ Support Network	£534,705
■ Cost of raising funds	£385,048
	<b>£1,932,747</b>



# Role requirements and person specification

Job Title: Counselling & Wellbeing Officer

Reporting to: Counselling & Wellbeing Manager

Contract term: Part-time (22.5 hours per week), 12 month fixed-term contract

Department/location: Services team/Home-based

## Role requirements

### MAIN PURPOSE

The role of the Counselling & Wellbeing Officer is to deliver Online and Telephone therapy as part of the counselling service. SIA counselling support is available for spinal cord injured people and family members coming to terms with the psychological impact of injury.

### TELEPHONE AND ONLINE COUNSELLING SERVICE

- Offer a Telephone and Video Counselling Service to spinal cord injured people and/or their families.
- From pre-arranged bookings, conduct 50-minute sessions per individual, establishing from the initial session whether it is appropriate to offer ongoing support.
- During sessions, identify the type of support required, e.g., therapeutic or practical, and provide this for a specified period of time whilst allowing for flexibility to meet individual need.
- Ensure all counselling sessions are confidential in line with BACP Ethical Framework or other relevant organisation.
- Offer onward referral to other appropriate services or forms of support as may be necessary.
- Report any client Safeguarding concerns in accordance with SIA policies and procedures set down for these areas.
- Maintain confidential client records and ensure these are held for the recommended duration before being destroyed in accordance with SIA's policy on the handling and disposal of sensitive/personal data.
- Ensure the Counselling Service is well promoted across all SIA media platforms.
- Deliver counselling-related skills training to relevant SIA staff when required.

## FURTHER RESPONSIBILITIES

- Contribute data as part of annual review of the service to inform service development.
- Ensure the service adheres to policies and protocols set down by the recognised professional body (e.g. BACP, NCS or other professional body as determined by SIA).
- Work with HR to design and implement policies and practices that will improve the occupational health and wellbeing of staff, gathering relevant data and liaising with external occupational health providers as appropriate.
- Remain up to date with the latest thinking and be able to apply different methods to influence workplace wellbeing to improve productivity and performance.
- Assist on any collaborative research projects undertaken by SIA within the field of mental health

## REPORTING AND LINE MANAGEMENT

- Report to the Counselling and Wellbeing Manager on all aspects of the post, engaging in line management supervision, external supervision and annual performance appraisal when required.
- Maintain and develop quality service provision in line with the organisation's business and strategic plans.
- Maintain records of service-related activity for monitoring, evaluation and development purposes, providing written reports, statistics and information as and when required.
- Undertake relevant statutory and personal development training necessary to the achievement of agreed targets.
- Participate in, and actively contribute to, departmental meetings, sharing information with colleagues within own team and across departments to ensure an integrated and coordinated approach to all SIA stakeholders.
- Work in a flexible way when the occasion arises so that tasks not specifically covered in the job description are undertaken.

# Person specification

Job title: Counselling & Wellbeing Officer

Knowledge and Experience	Essential	Desirable
Living with or experience of a spinal cord injury	X	
A minimum of 400 hours practical counselling in a generic counselling role.	X	
Knowledge of various counselling approaches, including group therapies and one to one counselling methods.	X	
Knowledge of Safeguarding policies and procedures, in particular for adults at risk.	X	
Experience of working with/understanding mental health issues, including anxiety and depression.	X	
Experience of working in health and social care, psychological therapies, or third sector.	X	
Experience of delivering workshops and group work to service users and/or organisations		X
Experience of managing own counselling / psychotherapy case load.	X	
Experience of managing staff and/or projects.		X
Skills	Essential	Desirable
Ability to organise own time, demonstrating flexibility and initiative in approach.	X	
Ability to work effectively with colleagues and/or health professionals e.g. GPs.	X	
Ability to communicate effectively, both verbally and in writing.	X	
Ability to deliver presentations and/or provide written copy help to promote the service.	X	
Ability to assess risks, anticipate difficulties and successfully address them.	X	

General	Essential	Desirable
Membership of a recognised professional counselling body, such as BACP or NCS	X	
Diploma in Person Centred Counselling/IAPT Qualification or equivalent qualification	X	
Has access to own vehicle and able to use this for business purposes.	X	

# Salary, hours and benefits

- Salary: £31,000 pro-rata
- Hours: 22.5 hours per week - Flexible and hybrid working arrangements will be considered
- Annual leave: 25 days leave per annum, plus paid Bank Holidays (increasing to 28 days after three years and to 30 days after five years of service)
- Access to Group Pension scheme (6% employer contribution)
- Access to Group Life Assurance scheme on commencement of employment
- Access to discounted gym membership (salary sacrifice)
- Health cash plan
- Free car parking at our Head Office in Milton Keynes
- Investing in our people – all members of staff are encouraged to discuss their development plans and aspirations with their line manager. A budget is available for talent development
- Wellbeing – People are at the heart of everything we do. We offer agile working in our modern revamped bright open plan office, quarterly staff development days, annual appraisals, regular 121's and an Employee Assistance Programme

# Applications

At SIA, we value diversity. We are committed to providing an inclusive and supportive environment as we believe diversity fosters a more innovative, creative, and caring culture. We are striving to create a culture that fully represents all the communities we serve. We are an equal opportunity employer, and all applicants will be considered for employment regardless of race, age, ethnicity, religion, sexual orientation, gender, gender identity, family or parental status, or disability status. Disabled candidates who meet the standard job criteria will be offered a guaranteed interview.

For more information about the role, please contact: Ian Younghusband, Counselling & Wellbeing Manager, on [i.younghusband@spinal.co.uk](mailto:i.younghusband@spinal.co.uk).

## Application process

In order to apply, please click [here](#) where you can upload a copy of your CV, cover letter and Equalities and Diversity Monitoring Form.

## Timeline:

Closing Date: Monday 1 August 2022

Interviews: Thursday 11 August 2022