



Job Title	Counsellor
Responsible to	Halton Services Manager
Salary	£31,000 pro rata
Hours	30 hours per week
Staff Responsibility	The role will initially have no line management responsibilities apart from volunteers. These may be introduced in future as the service develops.
Base	Hybrid

Why Join Vision Support

Vision Support is a long-established charity supporting people living with sight loss across North East Wales, Cheshire and Halton. As we approach our 150th anniversary, we are entering an exciting period of growth and development.

By joining Vision Support, you will be part of a dedicated team working to improve the lives of people affected by sight loss. You will play an important role in ensuring that individuals receive the right support at the right time and that our services remain accessible, responsive and safe.

Role Purpose

To provide individual counselling to people affected by sight loss, helping clients explore emotional difficulties, adjust to change and work towards their own therapeutic goals.

The role focuses on direct counselling and the assessment, records, safeguarding actions and professional supervision needed to support safe practice. There are no staff management, student supervision or wider wellbeing service responsibilities.

Travel within Vision Support's operating area may be required for counselling appointments and relevant meetings, with reasonable adjustments where required.

Vision Support welcomes applications from disabled people and will consider reasonable adjustments, including support available through Access to Work.

Key Responsibilities

Counselling

- Provide individual counselling within your competence and the agreed scope of the service, adapting communication and delivery to clients' sight loss and other access needs.
- Assess clients referred for counselling to establish suitability, identify risks and agree therapeutic goals.

- Agree clear, accessible counselling contracts covering consent, confidentiality and its limits, boundaries and session arrangements.
- Manage your own counselling caseload, review progress with clients and plan appropriate endings. Seek advice or arrange onward referral where needs fall outside your competence or the service's scope.

Safe practice and client records

- Assess and review risk within your own client work.
Respond promptly to safeguarding or urgent concerns through agreed procedures, escalating to the designated safeguarding lead or appropriate service.
- Liaise with other professionals only where needed for your clients' care or safety, sharing information appropriately and recording decisions.
- Keep concise, accurate and timely counselling records on Charitylog or agreed systems, including assessments, client agreements, risk decisions and session notes, in line with confidentiality and retention requirements.
- Manage appointments and essential follow-up for your own clients. Record basic session activity and use brief agreed outcome measures within sessions where appropriate; separate monitoring calls and service impact reports are outside this role.

Professional practice and workload

- Attend regular clinical supervision for your own practice and maintain professional registration, continuing professional development and appropriate professional boundaries.
- Agree and regularly review a manageable caseload with the line manager, informed by clinical supervision. The work plan must allow time within contracted hours for assessments, session preparation, notes, necessary client liaison, supervision, development, breaks and reflection, and any required travel.
- Raise concerns promptly if demand, case complexity or other pressures affect safe practice, so that workload and support can be reviewed.

Person Specification

Skills and Qualifications

Essential unless marked otherwise

- A recognised professional qualification in counselling or psychotherapy, at diploma level or above.
- Current registration with BACP, UKCP or an equivalent recognised professional body, and commitment to its ethical framework.
- Experience of delivering individual counselling and independently managing a clinical caseload.

- Experience of clinical assessment, therapeutic contracting, risk assessment, case review and appropriate onward referral.
- Knowledge of safeguarding and the ability to recognise concerns, make sound decisions and follow reporting procedures.
- Ability to communicate sensitively and accessibly, adapting practice to individual needs.
- Ability to maintain accurate confidential records and use electronic case management systems.
- Ability to organise clinical work, maintain professional boundaries and recognise when supervision or specialist advice is needed.
- Ability to meet agreed travel requirements within the organisation's operating area, with reasonable adjustments where required.
- Experience of counselling people affected by sight loss, disability, loss or significant life changes (desirable).
- Experience of Charitylog or a similar case management system (desirable).

Personal Attributes

- An empathetic, respectful and non-judgemental approach that supports client choice and autonomy.

- A commitment to inclusion, accessibility and understanding the experiences of people living with sight loss.
- Sound professional judgement, self-awareness and willingness to reflect on practice.
- Ability to work independently and collaboratively, communicate concerns promptly and seek support when needed.

What We Offer

- Flexible working arrangements on request
- 26 days annual leave plus bank holidays, increasing to 32 days after 5 years' service (pro rata for part-time workers)
- Pension scheme (if eligible)
- Access to an Employee Assistance Programme with 24/7 counselling
- Access to a mentor/mentee scheme
- Vision impairment awareness training
- A full induction with a chance to meet the whole team
- Regular teambuilding days and social events
- Opportunities for career development and training
- A chance to make a real difference

Additional Duties

- Travel within the organisation's operating area when required.

- Undertake other duties directly related to counselling practice, consistent with your competence and agreed workload, as requested by your line manager.
- Any material change to the scope of the role must be discussed and agreed, with its impact on counselling capacity and safe practice considered.

General Information

The postholder must:

- Adhere to Vision Support policies and procedures
- Promote a safe, inclusive and respectful working environment. Comply with Vision Support's Equality, Dignity at Work and Prevention of Sexual Harassment policies, maintain appropriate professional boundaries, and raise concerns about inappropriate behaviour through the appropriate procedure
- Maintain strict confidentiality regarding service users and organisational information
- Comply with safeguarding, data protection and health & safety requirements
- Be willing to undertake training and development

Additional requirements:

- Contact with guide dogs may be necessary.
- Employment within the role will be subject to an appropriate DBS check and satisfactory references.

- Please note that Vision Support is unable to offer visa sponsorship.

Vision Support is an equal opportunity employer and encourages applications from all sectors of the community. If you need any adjustments for the application or interview, contact Kate Hurst at khurst@visionsupport.org.uk.

Please note, Vision Support reserves the right to close this advert early if a suitable candidate is found.