

# Job Description: Person Centred Integrative Telephone Counsellor

General role information	
Job Title:	Person Centred Integrative Telephone Counsellor
Reporting to:	Counselling Team Manager
Salary Band:	F
Notice period:	1 month
Budget Responsibility?	No
Contract type?	<b>Permanent</b>
Direct Reports?	None
Client facing role?	Telephone
Key stakeholders – internal?	
Key stakeholders – external?	
About MSI Reproductive Choices	
<p>Only when choice is a reality for each of us, can we create a better, more equal world for everyone. Here at MSI Reproductive Choices UK (MSI UK) we are proud to be a social enterprise that is changing the world for the better, we reinvest and donate our profits towards creating a positive social change across 37 countries globally.</p> <p>As one of the world's leading providers of sexual and reproductive healthcare our aim is simple: to empower clients to make the reproductive choices that are right for them. That is what we mean by client-centred care.</p> <p>At MSI Reproductive Choices UK our client-centred care philosophy means respecting our clients as active partners in their own service, caring about who our clients are, their experiences, and how they feel before, during and after they access care with us.</p> <p>MSI Reproductive Choices is committed to safeguarding: promoting the welfare and safety of everyone involved in the delivery or receipt of sexual and reproductive health services, especially children, young people and vulnerable adults. We are committed to ensuring diversity, and equality for all within our organisation and encourage applicants from diverse backgrounds to apply. We expect all staff and post holders to share our values and commitments.</p>	

All MSI Reproductive Choices job descriptions are subject to a language neutrality test prior to approval and we're always looking for new ways to make our recruitment process as fair and unbiased as we can. If you'd like to provide feedback on MSI Reproductive Choices UK recruitment process, please do so via email to

[Resourcinguk@MSIChoices.org](mailto:Resourcinguk@MSIChoices.org)

# Job Description: Person Centred Integrative Telephone Counsellor

## The department / team

Small team of telephone counsellors within a department in a call centre setting.

## The role

As an MSI UK contact centre counsellor based in Bradley Stoke, Bristol, you will work in a team of up to six counsellors offering telephone counselling to people considering or choosing abortion, and post abortion.

You will also have a limited number of vasectomy clients to support. Sessions are 30 minutes, and you will need to be able to start and finish sessions promptly, while completing computerised notes. The role will also include awareness of, and dealing with or referring, safeguarding clients when appropriate.

You will be a fully qualified counsellor to a minimum of Level 4 Diploma in professional counselling and a member of the BACP.

## Key responsibilities

- To hold high quality, ethical standards in counselling
- To be on time beginning and ending sessions
- To deal with or refer safeguarding concerns

## Key Skills and Experience

- Ability to work in a diverse and inclusive environment, respecting and collaborating with all individuals equally, and with a commitment to overcome bias and prejudice
- Person Centred Integrative counselling
- Intermediate knowledge of Microsoft Excel
- Excellent time-keeper
- Ability to write computerised notes
- Experienced in using various computer systems
- Calm under pressure
- Adaptable to change
- Unbiased and empathic nature (pro-choice on abortion)
- Excellent telephone manner
- Clear communication style
- Non-directive counselling
- Friendly and supportive team player who can work as part of a team
- High ethical standard and safeguarding knowledge

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# Job Description: Person Centred Integrative Telephone Counsellor

## Formal Education/qualification

- Minimum Diploma level 4 in professional counselling
- A member of the BACP

## Personal Attributes

We recruit talented, dynamic people with diverse backgrounds and experiences, all united by a belief in our mission and a focus on delivering measurable results. We're proud to be an equal opportunities employer and are committed to creating a fully inclusive workplace, where everyone feels able to participate and contribute meaningfully. You must be open-minded, curious, resilient, and solutions-oriented, and be committed to promoting equality, and safeguarding the welfare of team members and clients alike.

### For this role, we're looking for an individual who is:

- Pro-choice, support and adhere to MSI vision and goals .
- Dynamic, creative individual with the ability to show initiative .
- Team player, providing support and encouragement .
- Organised and process oriented, with an attention to detail and able to prioritise workload.
- Customer focused, responsive to changing priorities and demands .
- Strong communication skills and a team player.
- Ability to analyse complex problems in a structured manner whilst working under pressure .
- Focused on delivery with a 'can do' approach.
- Demonstrates MSI team member behaviours and professional self-development.

Please note that you may also be required to carry out reasonable additional ad-hoc duties, at the request of your line manager.

## Signature

By signing below, you indicate that you have read and agree to this job description.

**Full name:**

**Signature:**

**Date:**