

# Outreach Counsellor (Fixed Term until 31 March 2027) Candidate Pack



Because growing  
up can be hard





## Contents

|    |                                         |
|----|-----------------------------------------|
| 3  | Welcome to Children North East          |
| 3  | Outreach Counsellor (Summary)           |
| 4  | Our Organisation                        |
| 7  | Outreach Counsellor (Detailed)          |
| 10 | Rewards, Benefits, Terms and Conditions |
| 12 | How to Apply                            |



# Welcome to Children North East

Children North East is a large North East based children's charity that works across the region, with some work extending across England, Wales and Scotland. We exist because growing up can be hard. We want all babies, children and young people to be happy and healthy, and to grow up feeling safe and loved, resilient to the challenges they may face, and valued and confident.

We have a strong children's rights ethos and believe that real, lasting social change is achieved when those who are experiencing or have experienced issues lead that change. We work both directly with babies, children and young people, and in their families, schools and communities, delivering services, support and interventions that provide a platform to work through issues, take action and provide tools for individuals and communities to reach their full potential.

## Outreach Counsellor

### Purpose of the Role

We are looking for a Counsellor who is experienced in working with children and young people to enhance our current counselling offer. You will be responsible for providing one to one counselling support taking a client centred approach and sign posting to other specialist services as appropriate. This will include delivering counselling services in various community settings, including schools, family hubs and community venues across the North East. You will assist the Therapeutic Services Team Manager and Clinical Co-ordinator in shaping and delivering the service, ensuring the needs of children and young people are at the heart of all your work.

### Salary

£29,024 to £31,856 pro-rated for 22.5 hours per week.

### Hours

22.5 hours per week/part time.

### Length of Contract

This role is fixed term until the 31<sup>st</sup> March 2027.

### Closing Date

Tuesday 18<sup>th</sup> August 2026 at 12 noon.



# Our Organisation

## Who We Are Today



Our services, support and interventions are delivered to babies, children and young people and their families, from prenatal up to age 25. We have a region-wide presence, with focused activity in Northumberland, and North Tyneside, with an ambition to grow our work and have a stronger presence across the North East in the coming years.

Delivery includes therapeutic services, mental health support, youth work, domestic abuse support, family support, community-based initiatives, participation and consultation activities and our UK wide Poverty Proofing© initiative.

We want to lead systemic change and do this by campaigning on issues affecting babies, children and young people; challenging those in positions of influence at all levels who make decisions affecting the lives of babies, children and young people; and working to influence social policy and system change to address obstacles preventing babies, children and young people growing up happy and healthy.

## Where We Are Going

Recent national and global events have seen the need for our services increase within the region and beyond. Our five-year strategy seeks to grow our capacity to meet the needs of babies, children, young people and their families when we can make the biggest impact on their lives.



The strategy, which launched in 2021, focuses on three primary objectives: Sustainability and growth, reach and impact. Key objectives include growing the impact of our work by diversifying our portfolio of activities, bringing in new income streams, growing our audiences and campaigning on behalf of our communities. We also recognise that our power is in our people, so we are investing in strengthening our workforce through different initiatives, from investing in learning and development to developing employee ambassadorship.

You can view [the full 2021 to 2026 strategy on our website](#).

## Where We Began



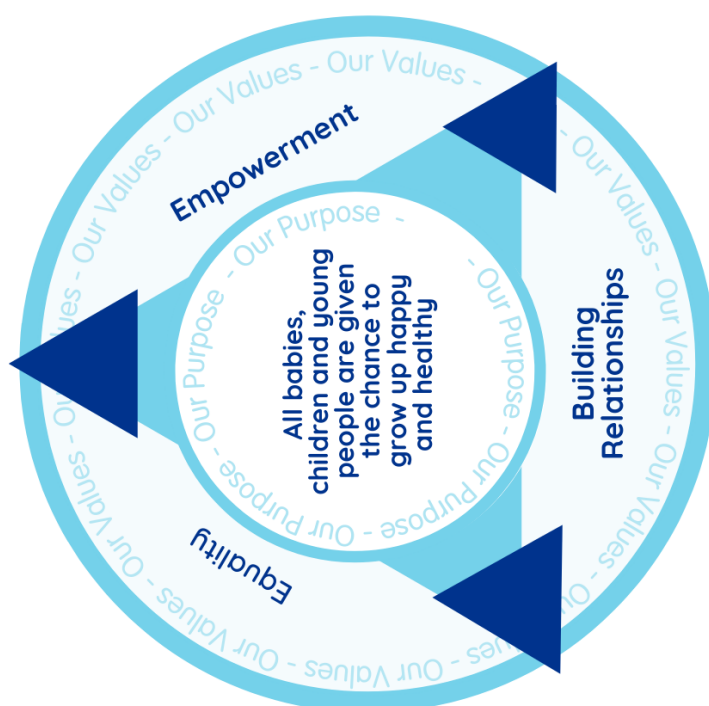
Our charity has been helping children and young people grow up healthy and happy since 1891. Originally named the Poor Children's Holiday Association (PCHA), our purpose was to offer support to the children living in poverty by giving them a 'hand up, not a hand out', an ethos we pursue to this day.

We were founded by John H. Watson and John T. Lunn, who wanted to take action to improve the health of children living in the slums of Newcastle. What started as a single day trip to Tynemouth for 120 inner-city children, caught the public's imagination and very soon weekly trips were being organised, paid for through public donations.

A rich history followed, as the charity grew and innovated to meet the changing needs of children over time, including clubs and community activities, children's homes and TB Sanatoriums. To learn more about our history and what connects the start of our 130-year journey with the charity we are today, watch our short anniversary film [You Are Not Alone](#).



# Theory of Change



We want all babies, children and young people to...

Be healthy and happy... and to grow up feeling:

- safe and loved
- resilient to challenges they may face
- valued and confident

## Leadership

Campaign on issues affecting the babies, children and young people we support

**Challenge** those in positions of influence at all levels who make decisions affecting the lives of babies, children and young people

**Influence** social policy and system change to address obstacles preventing babies, children and young people growing up happy and healthy

## Support, Services & Interventions

- Therapeutic Services
- Mental Health Support
- Youth Work
- Domestic Abuse support
- Community based initiatives
- Family Support
- Poverty Proofing©
- Participation and Consultation

**Services:** Providing a platform to work through issues

**Leadership:** Working with partners, agencies, local and national government to campaign, challenge and influence

Because growing up can be hard, our work focus on four interconnecting strands

**Support:** directly with individuals & families

**Interventions:** We take action with the people we work with to support them to reach their potential

# Outreach Counsellor

## Purpose of the Role

We are looking for a counsellor who is experienced in working with children and young people to enhance our current counselling offer. You will be responsible for providing one to one counselling support taking a client centered approach and sign posting to other specialist services as appropriate. This will include delivering counselling services in various community settings, including schools, family hubs and community venues across the North East. You will assist the Team Manager in shaping and delivering the service, ensuring the needs of children and young people are at the heart of all your work. This role involves working across multiple projects within Therapeutic Services.

## Line Management Responsibilities

- This role will report into the Therapeutic Services Team Manager.

## Main Responsibilities

- To lead the planning, delivery, recording, monitoring and evaluation of service activities in line with Children North East's policy, service procedures and legal requirements.
- To uphold the rights of children and young people.
- To provide child-centred support for children, young people and their families.
- To work within the policies, guidelines, procedures and code of conduct of Children North East.
- To be accountable to the Line Manager for service delivery and development.
- Responding to and report any Safeguarding concerns to the Line Manager ensuring compliance with Children North East Safeguarding Policy and Procedures.
- To attend team meetings, individual supervision sessions and annual appraisal as agreed with the Line Manager.
- To undertake training as agreed with the Line Manager.
- To assess and identify the needs of children, young people and families. Monitor and review referrals from initial assessment to closure where appropriate.
- Provide one to one counselling support, taking a client centred approach and establishing a relationship of trust.
- To signpost/refer children and young people to other specialist services as appropriate.
- To undertake recording, monitoring and evaluation tasks and prepare reports to meet service requirements.
- To keep the Line Manager informed of decisions through Children North East policies and procedures.



- To work closely with the Line Manager to report back to stakeholder ensuring KPI's are reviewed and met.
- To be part of a wider multidisciplinary team delivering support across the North East.

## Essential Experience, Knowledge and Skills

- Minimum of 3 years' experience of working with children and young people. experiencing mental health difficulties, 2 of these being post qualification.
- Hold BACP/UKCP Counsellor Accreditation.
- Currently registered with the BACP or UKCP.
- Relevant, recognised Counselling Qualification in work with children and young people (minimum of diploma level) or above.
- Knowledge of and competence in a range of counselling skills and approaches.
- Has experience of working with complex cases.
- The ability to undertake case recording, monitoring and evaluation.
- The ability to prepare reports to meet service requirements as well as preparing for professional multi agency meetings about service users.
- Experience of working as part of a team and on your own initiative.
- Ability to assess and identify the needs of children, young people and families.
- Knowledge of relevant legislation and current practice.
- Knowledge and understanding of Safeguarding processes and procedures.
- Good communication skills both verbal and written.
- Able to use supervision effectively and develop reflective practice.
- Able to work in a challenging and changing environment.
- Share the behaviours/values/aims/objectives of Children North East.
- Able to work flexibly to meet the requirements of the post.
- Commitment to own development in the post; including willingness to undertake further training as required.
- Current driving licence or able to meet the travel requirements of the post.

## Desirable Experience, Knowledge and Skills

- Knowledge of a wide range of services available to children, young people and families.
- An understanding of working with young people who are neuro diverse.
- Experience of completing initial assessments and assessing risk
- Knowledge of working with ROMS and PROMS.



## Personal Qualities

- A great advocate of the charity, someone with the ability to promote Children North East by being the public face of the charity.
- Excellent interpersonal skills to build relationships with a very wide range of people.
- A rapid learner so as to quickly understand the nature of the charity, its services and aims.
- A creative, flexible and strategic thinker.
- High levels of resilience.
- A relationship builder with high levels of emotional intelligence.
- Authentic and passionate about the cause.

## Health & Safety Roles & Responsibilities

- Employees/sessional workers have a statutory duty to take reasonable care of themselves and others who may be affected by their acts or omissions at work.
- Employees/sessional workers must also comply with Children North East's health and safety arrangements.

## Additional Duties

- It is the nature of the work of Children North East that tasks and responsibilities are in many circumstances unpredictable and varied. All staff and sessional workers are therefore expected to undertake work which may not be specifically covered in the job description. These additional duties will be compatible with the regular tasks and duties.



# Reward, Benefits, Terms and Conditions

## Salary

£29,024 to £31,856 (Scale Points 29 to 32) pro-rated for 22.5 hours per week. Please note that appointments are usually made with a salary offer starting at the lower end of the scale.

## Hours

The working week is 22.5 hours per week for this post which is part-time against full-time hours of 37 per week. Due to the varied nature of the duties, a flexible approach will be required and may include evenings. Time off in lieu may be taken following agreement of the line manager. We are very proud to be a flexible employer and therefore part time applicants, job shares and term time only applications are very welcome. Please feel free to discuss any flexible working requests at interview.

## Place of Work

This post is based at Children North East Graingerville, 4 Graingerville North, Westgate Road, Newcastle upon Tyne, NE4 6UJ.

## Length of Contract

This role is fixed term until the 31st March 2027.

## Holiday Entitlement

30 days a year plus statutory and general national holidays. This is pro-rated for part time staff.

## Probationary Period

There is a 6 months probationary period for this position.

## Car Allowance

A casual car user allowance applies to this post.



Registered with  
**FUNDRAISING  
REGULATOR**



## Period of Notice

One months' notice from either the employee or the organisation is required (one month during the probationary period).

## Parental Benefit

There is an occupational maternity pay scheme for staff who have 12 months continuous service and we offer 2 weeks partner/paternity leave at full pay. We also offer an occupational adoption pay scheme for staff who have 12 months continuous service.

## Sick Pay

There is an occupational sick pay scheme at Children North East.

## Pension Scheme

There is a staff pension scheme in which the organisation also contributes 7.25% of staff members' salary.

## Health Care

All staff members who are contracted over a ten-month period are entitled to join the organisations private health care scheme.

## Saving Scheme

A saving scheme is available so that staff can choose to save part of their salary. This is then paid back to staff on request.

## Bus Passes

The cost of an annual bus pass used for a member of staff's work can be paid in 12 monthly amounts, deducted from their salary.



Registered with  
**FUNDRAISING  
REGULATOR**



## How to Apply

Please visit the “Our Vacancies” section of our website at [www.children-ne.org.uk/work-with-us/vacancies](http://www.children-ne.org.uk/work-with-us/vacancies) to download an application form and apply. Please note CVs will not be accepted.

We welcome a diverse range of applications and are passionate about promoting equality, and valuing diversity. We welcome applications from all suitable qualified persons particularly black, Asian and minority ethnic applicants, as these groups are currently under-represented in our workforce.

## Closing date

Tuesday 18th August 2026 at 12 noon.

## Interview date

To be confirmed.

## Contact

Please contact our HR team if you have any questions regarding the role on 0191 256 2444 or [hr.team@children-ne.org.uk](mailto:hr.team@children-ne.org.uk)

