



BISHOP GROSSETESTE UNIVERSITY

Document Administration

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Staff Counselling Policy

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The University's Staff Counselling Service provides assistance to employees with personal or work related problems and difficulties. The service assists managers with their responsibilities for employee welfare but does not remove or detract from their responsibilities for the welfare and management of their employees.

Employees wishing to use the counselling service should contact Human Resources (HR) so that a referral can be made.

The Staff Counselling Service is free to University employees and is confidential: usually there will be no communication between a counsellor and HR (or any other Department of the University) regarding any matters employees might raise during a counselling session.

In cases where the counsellor is satisfied an employee may represent a substantial risk to themselves or others, confidentiality will be broken and the University, together with other appropriate agencies, will be informed.

To ensure anonymity, employees are assigned a reference number, which is used when a counsellor needs to contact the University on an administrative matter (for example, raising an invoice for payment for delivering the service). The identity of the employee to which a reference number refers is known only to the counsellor and members of HR.

The practice offering the service to employees operates off-campus and is the same practice which offers the student counselling service. The practice takes care to ensure that employees and students of the University do not have appointment times close together to ensure confidentiality.

The service provides for an initial assessment session followed by up to a further six sessions if required. The counsellor will contact HR to confirm that the sessions have been completed.

In exceptional circumstances, and with the agreement of the employee, the counsellor may contact HR to recommend up to a maximum of six further sessions. Decisions on whether to provide these sessions under the terms of the staff counselling service will be taken on a case by case basis.

With the agreement of the employee, the counsellor may contact HR to recommend the employee receives on-going support from another agency, such as a dedicated support group operating in the University, or one based in the wider community.