

Counsellor

Location: The Gatehouse, Oxford

Hours: 14 hours per week

Salary: £30,000 p.a. FTE (Pro rata: £12,000 actual)

Contract: Permanent (subject to funding)

Reports to: Services Manager / CEO

About The Gatehouse

The Gatehouse is a community-based charity in Oxford that provides support for adults experiencing homelessness or who are vulnerably housed. We offer a safe space, practical support and emotional care to help individuals rebuild their lives.

Staff receive a 5% pension contribution, access to a healthcare scheme and Employee Assistance Programme (EAP), alongside other benefits including discounts from a wide range of retailers and a cycle to work scheme.

Job Purpose

The Counsellor will provide therapeutic support to guests of The Gatehouse, many of whom have experienced trauma, homelessness, addiction and mental health challenges.

The role will involve providing one-to-one counselling, conducting initial assessments and managing an appropriate caseload. The Counsellor will work collaboratively with colleagues, volunteer and student counsellors, and other services to ensure counselling is delivered safely, ethically and in line with best practice and The Gatehouse's values.

Key Responsibilities

- Provide one-to-one counselling sessions to guests using a trauma-informed and person-centred approach.
- Conduct initial assessments and manage an appropriate caseload.
- Work collaboratively with volunteer and student counsellors, supporting the delivery of a safe, ethical and professional counselling service.
- Work in accordance with The Gatehouse's safeguarding policies and procedures and liaise with the Safeguarding Lead where appropriate.
- Maintain accurate and confidential counselling records in line with GDPR, BACP guidelines and organisational policies and procedures.
- Work with the IT and Systems Manager to develop and maintain appropriate counselling records within Lamplight, The Gatehouse's internal data recording system, ensuring confidentiality and compliance with GDPR and BACP requirements.
- Liaise with external agencies and refer or signpost guests to appropriate services where necessary.
- Contribute to service development, monitoring and evaluation, including the gathering of appropriate quantitative and qualitative data to evidence the work and impact of the counselling service.
- Attend team meetings and contribute to a positive, supportive and collaborative working environment.

- Attend a minimum of two of The Gatehouse's four staff days each year.
 - Work in accordance with The Gatehouse's policies, procedures and values, including its commitment to equality, diversity and inclusion.
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Person Specification

Essential Criteria

- Qualified counsellor or psychotherapist (minimum Level 4 Diploma or equivalent).
- BACP/UKCP accreditation or working towards accreditation.
- Minimum one year's post-qualification experience, including experience of working with trauma and/or complex needs.
- Experience of working effectively alongside other counsellors, volunteers and professionals.
- Understanding of homelessness, poverty and related social issues.
- Strong interpersonal and communication skills, with the ability to build appropriate therapeutic relationships with people experiencing complex needs.
- Good understanding of safeguarding and the ability to identify and respond appropriately to safeguarding concerns.
- Awareness of GDPR responsibilities and the importance of confidentiality and appropriate record keeping within a counselling setting.
- Ability and willingness to use organisational data recording systems and work collaboratively with colleagues to maintain appropriate counselling records.
- Commitment to equality, diversity and inclusion.
- Ability to work independently, manage an appropriate caseload and use time effectively.

Desirable Criteria

- Experience of working in a charity, homelessness or community-based setting.
 - Knowledge of local support services in Oxfordshire.
 - Experience of group facilitation or psychoeducation.
 - Training in trauma-informed or integrative approaches.
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How to Apply

To apply, please visit <https://oxfordgatehouse.org/news/> to download the application pack. Please return your completed application form, together with a covering letter outlining your suitability for the role, by 9am on 30th October 2026.

Closing Date: 9am, 30th October 2026

Interview Date: 9th November 2026