

The Gateway Learning Community

Staff Counselling Policy and Operating Procedure

This Policy was ratified by the GLC Board	Autumn 2023
This policy will be reviewed on	Autumn 2026
This Policy will be reviewed by :	GLC Board of Directors

GLC Mission Statement

The GLC's mission is to develop active and thriving citizens within a diverse, truly fair and equal community.

This will be achieved through:

- High quality teaching that deliberately develops competencies of curiosity, creativity, communication and critical-thinking;
- An inspiring and meaningful curriculum;
- The development of productive relationships by instilling the values of compassion, resilience, responsibility and aspiration to prepare our young people for learning and life;
- A commitment to the wellbeing of our staff;
- A culture of professional generosity, collaboration, challenge and support throughout the GLC;
- The development of effective external partnerships for the benefit and wellbeing of our community.

Equalities Statement

The GLC's commitment to equality is enshrined in our mission statement to develop 'active and thriving citizens within a diverse, truly fair and equal community'.

We are a vibrant, innovative and successful organisation: we work hard to be the place of choice to work and to learn. Across the 5 academies of the GLC, we pledge that everyone enjoys an equality of opportunity. We work tirelessly to ensure that individual characteristics including age, ethnicity, socio-economic background, academic ability, disability, gender, religious beliefs, sexual orientation are not discriminated against in any way. We create inclusive environments characterised by mutual respect where difference is celebrated.

The Gateway Learning Community Staff Counselling Policy and Operating Procedure

Policy

In the GLC, we are committed to promoting good mental health and well-being for all employees [please see Staff GLC Well-being Policy for more information].

The GLC staff counselling service is subsidised counselling provision for staff experiencing emotional and psychological difficulties.

Counselling support is offered to all GLC staff on an equal basis, irrespective of position within the organisation or contractual service.

The counselling service for staff will be operated on a confidential and ethical basis and will be consistent with the Ethical Framework for Good Practice in Counselling and Psychotherapy, established by the British Association for Counselling and Psychotherapy [BACP].

Referral System

Staff who wish to avail themselves of this service needs to self-refer through the HR Department katie.creighton@theglc.org.uk In some cases, a referral may be the outcome of a meeting with HR or an Occupational Health Doctor or Nurse. No referral will be made without the member of staff's agreement.

Counselling Procedure

The counsellor will normally deal with referrals on a first come first serve basis and there may be a waiting list for appointments with staff. Discretion will be exercised to arrange crisis intervention at short notice, if appropriate.

Once a referral has been made, the counsellor will contact the member of staff to arrange a consultation meeting. Following this diagnostic session, the member of staff may be offered a programme of counselling at the discretion of the counsellor, normally between 6 and 12 sessions. Where a need for longer term counselling is identified, the member of staff will be advised of external agencies that may be appropriate or offer longer term counselling [this would be in consultation with the Head of School and counsellor].

All counselling remains confidential between the counsellor and the member of staff unless the member of staff agrees otherwise. However, should issues arise which indicate the client may be in danger than the counsellor has a duty of practice to disclose this to relevant third parties as appropriate, this will be discussed with the client should the counsellor conclude it is necessary to share this information.

Relationship with Other GLC Procedures

If the counsellor has concerns about the state of an employee's mental health, they may encourage the member of staff to see their doctor. They will only be involved in assisting referral to medical opinion with the member of staff's agreement.

Information derived from the counselling process about employees who are currently the subject of formal disciplinary or poor performance procedures will, in no circumstances, be made available to or considered by academy managers.

Counselling sessions

Whilst the counselling sessions are highly subsidised by the GLC, any member of staff wishing to avail themselves of the service is expected to make a payment of £10 per timetabled counselling session [paid directly at each session to the counsellor].

The client sessions are for a period of fifty minutes. The counsellor will maintain time boundaries throughout each session.

Cancellations

All cancellations must be made with 24 hours notices. Failure to do so will result in a charge being incurred.

GLC

The GLC takes very seriously its commitment to staff in relation to well-being. The provision of a subsidised staff counselling service is part of that commitment.