

Counsellor (UK GLASGOW)

Are you interested in joining a dynamic team that provides the best possible care to patients, clients and service users? We are looking for fully qualified Counsellors and Psychotherapists to join our Employee Assistant Programme (EAP) Clinical Team a part-time basis, based in-office at our HQ in Glasgow

About the role

Our EAP Counsellors work to help employees resolve personal and work-related issues that may be affecting their health and wellbeing. Our EAP services include short-term confidential counselling, manager support, critical incident and trauma support, legal and financial advice, and referrals to specialist psychological services such as CBT and EMDR.

As a fully qualified Counsellor or Psychotherapist, your working day will include but not be limited to:

- Carrying out initial clinical assessments and triaging client needs, directing individuals to appropriate clinical pathways. This will involve delivering support across the pathway via booked assessment appointments, in-the-moment support, or booked single sessions, conducted by telephone and/or video consultation.
- Carrying out Risk Assessments and following the Safeguarding and Risk Protocol process.
- Managing a caseload of clients requiring structured counselling, which will depend on your contractual hours, as well as the needs of the service.

Requirements

Shift Patterns

We have a range of hours/shifts and can consider permanent weekend shifts, if preferable to you, for a work/life balance (our current vacancies are for 3 or 4 shifts per week).

Our shift patterns are split as follows, based on 3 days:

Shift Pattern 1

- 1 Day shift – office
- 1 Middle Shift
- 1 Late shift

Plus 1 “awake” shift per month – (midnight to 6am)

Or

Shift Pattern 2

- 1 Day shift - office
- 1 Middle shift
- 1 Late shift

Plus 1 weekend, either a Sat or Sun – (12pm-8pm) per month and a “sleeping” shift, per month (10pm-8am) dependent on business need

Or

Shift Pattern 3

- 1 Day shift – office
- 1 middle shift
- 1 awake shift (midnight – 6am weekly)

Key Skills and Experience

As a fully qualified Counsellor or Psychotherapist, our ideal candidate will be able to demonstrate:

- Professional qualifications as a Counsellor/Psychotherapist (L4 and above in Counselling) with BACP/COSCA (or similar) registered status.
- Previous EAP/Telephone Counselling or time limited assessment experience, ideally in a corporate environment. While it is advantageous, it is not mandatory, as comprehensive training will be provided.
- Good IT skills with good working knowledge of Microsoft Office suite
- A strong clinical background, with excellent assessment skills.
- An ability to make sound Clinical decisions, whilst holding boundaries.
- Your abilities as a team-player with excellent time management, clinical, communication and organisation skills.
- An ability to be cognisant of clients and the service whilst working under pressure.
- An ability to work within a busy environment.

What we offer

- A full induction training programme, which will be undertaken via Microsoft Teams.

- An opportunity to work as part of an experienced Clinical Team who are passionate in their field, supportive, diverse and dynamic.
- 22 days leave (or pro rata equivalent).
- Bank Holidays and your birthday off as leave.
- Financial assistance for Supervision.
- Regular 1-2-1s with your line Manager.
- 24/7 on-call staff support.
- Auto-enrolment pension scheme.
- Health Scheme and access to our Employee Assistance Programme.
- Life Insurance Scheme.

Apply

If you are interested in making a difference and believe this role is a good fit for you, we would love to hear from you.

Please ensure your application includes: -

- Your most recent CV containing your full Employment history.
- Details of your counselling qualifications
- Membership number
- Apply using this link: <https://apply.workable.com/healthhero/j/70567495E3>

Hybrid: Glasgow/Remote - Minimum of 1 day based in the Glasgow Office, depending on shift/days worked (mandatory)

Salary range £26,000 to £30,000 based on full time hours of 37.5. Part time hours will be pro rata salary.

*Any agreed permanent work performed between **10:00pm and 6:00am**, Monday to Sunday, shall be paid at **50% of your standard hourly rate**.*

**We reserve the right to close this job in the event we receive a sufficient number of applications.*

***Please note we may require a degree of flexibility during the first four weeks of employment for training purposes, subject to confirmation.*

More About us

We exist to simplify healthcare and improve lives by making care feel instant, intelligent and human.

HealthHero is Europe's largest digital health provider, delivering 4 million consultations per year. But we're just getting started. We've built a seamless digital clinic that brings body and mind together — from GP appointments and mental health support to long-term condition management. By sitting behind the world's leading insurers and employers and supporting public health systems, we make it easier for millions of people to get the care they need, exactly when they need it.

We are a high-growth, capital-backed business with a sophisticated scale strategy. Our team is a unique blend of those with strong digital experience, management consultants, creatives and industry-leading clinical experts.

We aren't just digitising appointments; we're building the next generation of healthcare. We're creating an AI-powered, always-on ecosystem that learns from every interaction to shift the needle from reactive treatment to proactive, sustainable health. At HealthHero, we are digital when it should be and human where it counts.

Join us, and help build a next generation health system the world is waiting for.

We're proud to be recognised as a Great Place to Work which reflects our commitment to creating a supportive and engaging culture. We have also been featured as the fastest growing digital healthcare company of scale in the first Sunday Times 100 Tech list. This recognition shows our impact in the digital health sector and our dedication to innovation and excellence. Committed to achieving excellence in the delivery of person-centred care, we invest in people, resources and technology to continuously improve the quality of its services and organisational culture.

Equality, Inclusivity and Diversity

In line with our commitment to Equality, Inclusivity and Diversity, we welcome and encourage applications from all suitably qualified candidates from all backgrounds. We are committed to supporting and promoting equality and diversity and aim to establish an inclusive working environment. As such, we welcome diverse applications from candidates irrespective of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality, ethnic and national origin), religion or belief, sex, or sexual orientation.

We are a certified Disability Confident Employer and is committed to affording equal opportunities for candidates with disabilities or special needs. Should you require any reasonable adjustments to be made at any part of your application process, please let us know.