



REPUBLIC OF KENYA

Scheme of Service

for

Counselling Personnel

October, 2009

APPROVED BY THE PUBLIC SERVICE COMMISSION OF KENYA AND
ISSUED BY THE PERMANENT SECRETARY
MINISTRY OF STATE FOR PUBLIC SERVICE
OFFICE OF THE PRIME MINISTER
NAIROBI

SCHEME OF SERVICE FOR COUNSELLING PERSONNEL

AIMS AND OBJECTIVES

- (i) To provide for a well-defined career structure, which will attract, motivate and facilitate retention of suitably qualified Counselling Personnel in the Civil Service.
- (ii) To provide for clearly defined job descriptions and specifications with clear delineation of duties and responsibilities at all levels within the career structure to enable officers understand the requirements and demands of the job.
- (iii) To establish standards for recruitment, training and advancement within the Career Structure on the basis of qualifications, knowledge of the job, merit and ability as reflected in work performance and results.
- (iv) To ensure appropriate career planning and succession management.

2. ADMINISTRATION AND TRAINING SCOPE

(a) Responsibility for Administration

The Scheme of Service will be administered by the Permanent Secretary, Ministry of State for Public Service in conjunction with the Public Service Commission. In administering the Scheme of Service, the Permanent Secretary will ensure that its provisions are strictly observed for fair and equitable treatment of staff and that officers are confirmed in appointment on successful completion of their probation period.

(b) Training Scope

In administering the Scheme of Service, the Permanent Secretary will ensure that appropriate induction, training opportunities and facilities are provided to assist serving officers acquire the necessary additional qualifications/specialization and experience required for both efficient performance of their duties and advancement within the Scheme of Service. Officers should also be encouraged to undertake training privately for self-development. Officers must undertake continuous Counsellor Supervision to ensure quality provision of counselling services.

3. COUNSELLING FUNCTION

The Counselling function entails provision of guidance and counselling services to employees in Ministries/Departments including Provinces and Districts. This involves promoting personal and social development appropriate to career development; organizing sensitization workshops on guidance and counselling; providing appropriate interventions to assist workers with work related problems; assisting in identifying employees with social, psychological or health related problems and providing appropriate interventions/advice; assisting in orientation of new employees; and providing specialized assistance in liaison with other stakeholders on guidance and counselling issues.

4. GRADING STRUCTURE AND SCOPE

(a) Grading Structure

The Scheme of Service establishes eight (8) grades of Counsellors who will be designated and graded as follows: -

Designation	J/G
Counsellor II	‘J’
Counsellor I	‘K’
Senior Counsellor	‘L’
Chief Counsellor	‘M’
Principal Counsellor	‘N’
Assistant Director, Counselling Services	‘P’
Senior Assistant Director, Counselling Services	‘Q’
Deputy Director, Counselling Services	‘R’

Note: The grades of Counsellor II/I/Senior Counsellor and Chief Counsellor Job Groups J/K/L and M respectively will form a common establishment for the purpose of this Scheme of Service.

5. ENTRY INTO THE SCHEME OF SERVICE

(a) Direct Appointment

Direct appointment will be made in the grade of Counsellor II, Job Group 'J'. In exceptional cases, however, direct appointment may be made beyond this grade by the Public Service Commission on recommendation of the Permanent Secretary, Ministry of State for Public Service provided that the candidate is in possession of the minimum qualification and/or experience required for appointment to the grade.

(b) Incremental Credit

Incremental credit(s) for approved experience acquired after obtaining the prescribed minimum qualifications for the grade may be awarded at the rate of one increment for each completed year of approved experience provided the maximum of the scale is not exceeded. In awarding incremental credit(s), any period of service or experience stipulated as a basic requirement for appointment to a particular grade will be excluded.

6. ADVANCEMENT WITHIN THE SCHEME OF SERVICE

The Scheme of Service sets out the minimum qualifications and/or experience required for advancement from one grade to another. It is emphasized, however, that these are the minimum requirements that entitle an officer to be considered for appointment to the next grade. In addition, advancement from one grade to another will depend on: -

- (i) the existence of a vacancy in the authorized establishment;
- (ii) merit and ability as reflected in work performance and results; and
- (iii) the approval of the Public Service Commission.

7. RECOGNIZED QUALIFICATIONS

The following are the recognized qualifications for the purpose of this Scheme of Service: -

- (i) Post-Graduate Diploma in Counselling Universities **or** its equivalent qualification from recognized institutions.
- (ii) Bachelors Degree in Counselling or its equivalent qualification from a recognized institution;
- (iii) Bachelors Degree in any of the Social Sciences from a recognized institution;
- (iii) Masters Degree in Counselling or its equivalent qualification from a recognized institution;
- (iv) Masters Degree in any of the Social Science from a recognized institution;
- (v) Management Course lasting not less than four (4) weeks;
- (vi) Strategic Leadership Development Course lasting not less than six (6) weeks;
- (vii) Trainer of Facilitation Course in Psychological Counselling lasting not less than two (2) weeks;
- (viii) Counsellor Supervision Course;
- (ix) Psychological Debriefing Course;
- (x) Registration with the Kenya Counselling Association (KCA);
- (xi) Proficiency in Computer Applications; and,
- (xii) Any other qualification as may be approved by the Permanent Secretary, Ministry of State for Public Service.

8. IMPLEMENTATION OF THE SCHEME OF SERVICE

The Scheme of Service will become operational with effect from **7th October 2009**. On implementation, all serving officers will automatically become members of the Scheme of Service.

JOB AND APPOINTMENT SPECIFICATIONS

I. COUNSELLOR II, JOB GROUP “J”

(a) Duties and Responsibilities

This will be the entry grade for Counsellors. An officer at this level be deployed in Provincial or District Headquarters and will work under guidance of a senior officer. Duties at this level will entail; conducting client intake and individual counselling sessions; and keeping appropriate records.

(b) Requirements for Appointment

For appointment to this grade, a candidate must have;

- (i) Bachelors Degree in Counselling **or** a Bachelors Degree in any of the Social Sciences with a Post-Graduate Diploma from a recognized institution; and,
- (ii) Registration with the Kenya Counselling Association (KCA).

Personal Qualities

In addition to the above requirement, an officer must have the following qualities:

- Ability to get on well with the diverse workforce;
- Effective knowledge in the professional field of specialization;
- Effective communication skills;
- Ability to take instructions;
- Effective organizational and supervisory skills;
- Ability to keep confidentiality of clients information; and,
- Writing skills.

Core Skills

- Team playing skills;
- Accuracy;
- Care for resources;
- Manual dexterity;
- Execution of instructions;
- Interpersonal skills;
- Analytical skills; and,
- Records Management skills.

II. COUNSELLOR I, JOB GROUP “K”

(a) Duties and Responsibilities

The officer at this level will be deployed at a Provincial/District Headquarters. Duties and responsibilities will include; conducting client intake, individual and group sessions; keeping appropriate records; and performing any other related duties as may be assigned.

(b) Requirements for Appointment

Promotion

For appointment to this grade, an officer must have:

- (i) Served at the grade of Counsellor II, for at least three (3) years
- (ii) Psychological Debriefing Course lasting not less than one week;
- (iii) Registration with the Kenya Counselling Association (KCA);
- (iv) Proficiency in Computer Applications; and,
- (v) Shown merit and ability in work performances.

Direct Appointment

- (i) Bachelors Degree in Counselling **or** a Bachelors Degree in any of the Social Sciences with a Post-Graduate Diploma in Counselling from a recognized institution.
- (ii) Psychological Debriefing Course lasting not less than one week;
- (iii) Proficiency in Computer Applications;
- (iv) Registration with the Kenya Counselling Association (KCA).

Personal Qualities

In addition to the above requirements, an officer must have the following qualities:-

- Organisational, managerial and administrative skills;
- Positive working attitude and ability to give and take instructions;
- Ability to work with minimum supervision;
- Creativity and innovativeness;
- Professionalism and integrity;
- Interpersonal skills including being a team player;
- Effective communication skills;
- Ability to keep confidentiality of clients information;
- Record Keeping skills; and,
- Ability to empathize with clients.

Core Skills

- Supervisory management;
- Policy implementation;
- Oral/Written Communication skills;
- Target setting;
- Administration skills;
- Team leadership; and,
- Problem solving.

III. SENIOR COUNSELLOR, JOB GROUP “L”

(a) Duties and Responsibilities

An officer at this level be deployed in Provincial/District Headquarters. He/she will perform the following functions under the supervision of a more senior officer: conducting client intake, individual and group counselling sessions; keeping appropriate records and planning seminars and workshops on guidance and counselling issues.

(b) Requirements for Appointment

For appointment to this grade, an officer must have: -

- (i) Served at the grade of Counsellor I, or a comparable position in the Public Service for at least three (3) years;
- (ii) Psychological Debriefing Course lasting not less than one week;
- (iii) Proficiency in Computer Applications;
- (iv) Registration with the Kenya Counselling Association (KCA); and,
- (vii) Shown merit and ability as reflected in work performance and results.

Personal Qualities

In addition to the above requirements, an officer must have the following qualities:-

- Organisational, managerial and administrative skills;
- Positive working attitude and ability to give and take instructions;
- Ability to work with minimum supervision;
- Creativity and innovativeness;
- Professionalism and integrity;
- Interpersonal skills including being a team player;
- Effective communication skills; and,
- Record Keeping skills;
- Ability to keep confidentiality of clients information; and,
- Ability to empathize with clients.

Core Skills

- Supervisory management;
- Policy implementation;
- Oral/Written Communication skills;
- Target setting;
- Administration skills;
- Team leadership; and,
- Problem solving.

IV. CHIEF COUNSELLOR, JOB GROUP “M”

(a) Duties and Responsibilities

An officer at this level be deployed in a Ministry/Provincial/District Headquarter. Duties will include; planning and coordinating counselling programs; conducting both individual and group counselling; keeping appropriate records; identifying employees with social psychological or health related problems; orientation of new employees; providing family life education including HIV and AIDS; promotion of ethics in the Service; and planning organizing and facilitating seminars and workshops on guidance and counselling matters.

(b) Requirements for Appointment

For appointment to this grade, an officer must have:

- (i) Served in the grade of Senior Counsellor I or a comparable position in the Public Service for at least three (3) years;
- (ii) Management Course lasting not less than four (4) weeks;
- (iii) Counsellor Supervision Course lasting not less than four (4) weeks;
- (iv) Trainer of Facilitation Course in Psychological Counselling lasting not less than two (2) weeks;
- (v) Psychological Debriefing Course lasting not less than one week;

- (vi) Proficiency in Computer Applications;
- (vii) Registration with the Kenya Counselling Association (KCA); and,
- (viii) Shown merit and ability as reflected in work performance and results.

Personal Qualities

In addition to the above requirements, an officer must have the following qualities:-

- Organisational, managerial and administrative skills;
- Positive working attitude and ability to give and take instructions;
- Ability to work with minimum supervision;
- Creativity and innovativeness;
- Professionalism and integrity;
- Interpersonal skills including being a team player;
- Ability to keep confidentiality of clients information; and,
- Ability to empathize with clients.

Core Skills

- Supervisory management;
- Policy implementation;
- Oral/Written Communication skills;
- Target setting;
- Administration skills;
- Team leadership; and,
- Problem solving.

V. PRINCIPAL COUNSELLOR, JOB GROUP “N”

(a) Duties and responsibilities

An officer at this level will be deployed in Ministry or Provincial Headquarter. He/she will be responsible for planning, organizing and facilitating guidance and counselling programs; management of staff and

appropriate records with a view to provide effective counselling services; liaising with other relevant stakeholders in the provision of guidance and counselling services; and supervising staff working under the officer.

(b) Requirements for Appointment

For appointment to this grade, an officer must have:

- (i) Served in the grade of Chief Counsellor or comparable position in the Public Service for at least three (3) years;
- (ii) Bachelors Degree in Counselling **or** a Bachelors Degree in any of the Social Sciences with a Post-Graduate Diploma in Counselling from a recognized institution;
- (iii) Management Course lasting not less than four (4) weeks;
- (iv) Counsellor Supervision Course lasting not less than four (4) weeks;
- (v) Trainer of Facilitation Course in Psychological Counselling lasting not less than two (2) weeks;
- (vi) Psychological Debriefing Course lasting not less than one week;
- (vii) Proficiency in Computer Applications;
- (viii) Registration with the Kenya Counselling Association (KCA); and,
- (ix) Shown merit and ability as reflected in work performance and results.

Personal Qualities

In addition to the above requirements, an officer must have the following qualities:-

- Organizational, managerial and administrative skills;
- Positive working attitude and ability to give and take instructions;
- Ability to work with minimum supervision;

- Creativity and innovativeness;
- Professionalism and integrity;
- Interpersonal skills including being a team player
- Effective communication skills;
- Transformative leadership management skills;
- Ability to keep confidentiality of clients information; and,
- Effective knowledge in professional field of specialization.

Core Skills

- Supervisory management;
- Policy implementation;
- Oral/Written Communication skills;
- Target setting;
- Administration skills;
- Team leadership; and,
- Problem solving.

VI. ASSISTANT DIRECTOR, COUNSELLING SERVICES, JOB GROUP “P”

(a) Duties and responsibilities

An officer at this level will be deployed Ministries/Departments. He/she will be responsible for initiating and preparing Ministerial/Departmental advisory meetings; following-up on counselling development projects in the field; monitoring implementation and evaluation of accounting and management systems as well as guidelines for counselling; providing counsellor supervision to field officers to ensure that counselling activities are conducted efficiently; keeping appropriate records; conducting research in counselling and supervising staff working under the officer. In addition, the officer will; provide guidance and counselling services to employees; promote personal and social development appropriate to career development; provide appropriate interventions to assist employees with psycho-social related problems; identify employees with social, psychological or health related problems; planned organized seminars and workshops on guidance and counselling matters.

(b) Requirements for Appointment

For appointment to this grade, an officer must have:

- (i) Served at the grade of Principal Counsellor or a comparable position with the Public Service for at least three (3) years;
- (ii) Masters Degree in Counselling **or** a Masters Degree in any of the Social Sciences with a Post-Graduate Diploma in Counselling from a recognized institution;
- (iii) Strategic Leadership Development Course lasting not less than six (6) weeks;
- (iv) Counsellor Supervision Course lasting not less than four (4) weeks;
- (v) Trainer of Facilitation Course in Psychological Counselling lasting not less than two (2) weeks;
- (vi) Psychological Debriefing Course lasting not less than one week;
- (vii) Proficiency in Computer Applications;
- (viii) Registration with the Kenya Counselling Association (KCA); and,
- (ix) Shown merit and ability as reflected in work performance and results.

Personal Qualities

In addition to the above requirements, an officer must have the following qualities:

- Ability to articulate and implement Ministerial/Departmental Mandates;
- Organizational, analytical, managerial and decision making skills;
- Creativity and innovation;
- Technical problem solving;
- Resource management skills;

- Interpersonal and communication skills;
- Integrity and commitment to producing results;
- Leadership, advocacy, relationship building and collaboration, result oriented, self driven;
- Appreciation and application of technology in the work environment;
- Passion for continuous professional development;
- Initiative to achieve expected results;
- Ability to keep confidentiality of clients information; and,
- Ability to provide counsellor supervision to individuals;

Core Skills

- People management;
- Financial management;
- Policy implementation;
- Planning;
- Coordinating; and,
- Strategy implementation

VII. SENIOR ASSISTANT DIRECTOR, COUNSELLING SERVICES, JOB GROUP “Q”

(a) Duties and Responsibilities

An officer at this level will be deployed at the Ministry Headquarters and will report to Deputy Director, Counselling Services. He/she will be developing, reviewing and coordinating of counselling policies; supervising and preparing of quarterly budget for counselling report; coordinating, monitoring and evaluating of counselling projects and programs.

(b) Requirements for Appointment

For appointment to this grade, an officer must have: -

- (i) Served at the grade of Assistant Director, Counselling Services or a comparable position in the Public Service for at least three (3) years;
- (ii) Masters Degree in Counselling **or** a Masters Degree in any of the Social Science with a Post-Graduate Diploma in Counselling from a recognized institution;
- (iii) Diploma in Counsellor Supervision Course;
- (iv) Strategic Leadership Development Course lasting not less than six (6) weeks;
- (v) Trainer of Facilitation Course in Psychological Counselling lasting not less than two (2) weeks;
- (vi) Psychological Debriefing Course lasting not less than one week;
- (vii) Proficiency in Computer Applications;
- (viii) Registration with the Kenya Counselling Association (KCA); and,
- (ix) Demonstrated merit and ability in management of counselling services and proven professional competence in developing counselling strategic and operational plans.

Personal Qualities

In addition to the above requirements, an officer must have the following qualities:

- Ability to articulate and implement Ministerial/Departmental Mandates;
- Organizational, analytical, managerial and decision making skills,
- Creativity and innovation;
- Technical problem solving;
- Resource management skills;

- Interpersonal and communication skills;
- Integrity and commitment to producing results;
- Leadership, advocacy, relationship building and collaboration, result oriented, self driven;
- Appreciation and application of technology in the work environment;
- Passion for continuous professional development;
- Initiative to achieve expected results;
- Ability to keep confidentiality of clients information;
- Ability to provide counsellor supervision to individuals and groups;
- A strong commitment to openness, honesty and inclusiveness demonstrating tolerance and a capacity to inspire trust in others; and,
- Ability to translate National goals, policies and programs to guidance and counseling functions.

Core Skills

- People management;
- Financial management;
- Policy implementation;
- Planning;
- Coordinating; and,
- Strategy implementation.

III. DEPUTY DIRECTOR, COUNSELLING SERVICES, JOB GROUP “R”

(a) Duties and Responsibilities

An officer at this level will be deployed to Ministry Headquarters. He/she will be the head of the counseling services and answerable to the Permanent Secretary through Director, Human Resource Management. Duties and responsibilities will include policy implementation on matters related to guidance and counselling programs; coordinating the formulation, development, implementation and review of counselling policies; overall planning, management and administration of counselling services; training and development of counselling personnel; supervising staff working under the officer; and liaising with other stakeholders on counselling matters.

(b) Requirements for Appointment

For appointment to this grade, an officer must have: -

- (i) Served at the grade of Senior Assistant Director, Counselling Services, **or** a comparable position in the Public Service for at least three (3) years;
- (ii) Masters Degree in Counselling **or** a Masters Degree in any of the Social Sciences with a Post-Graduate Diploma in Counselling from a recognized institution;
- (iii) Diploma in Counsellor Supervision Course;
- (vi) Strategic Leadership Development Course lasting not less than six (6) weeks;
- (v) Trainer of Facilitation Course in Psychological Counselling lasting not less than two (2) weeks;
- (vi) Proficiency in Computer Applications;
- (vii) Psychological Debriefing Course lasting not less than one week;
- (viii) Registration with the Kenya Counselling Association (KCA), and,
- (ix) Demonstrated merit and ability in management of counselling and proven professional competence in developing strategic and operational plans in Counselling.

Personal Qualities

In addition to the above requirements, an officer must have the following qualities:

- Ability to articulate and implement Ministerial/Departmental Mandates;
- Organizational, analytical, managerial and decision making skills;
- Creativity and innovation;

- Technical problem solving.
- Resource management skills;
- Interpersonal and communication skills;
- Integrity and commitment to producing results;
- Leadership, advocacy, relationship building and collaboration, result oriented, self driven;
- Appreciation and application of technology in the work environment;
- Passion for continuous professional development;
- Initiative to achieve expected results;
- Ability to keep confidentiality of clients' information;
- High (advanced) level empathy skill; and,
- Ability to provide counsellor supervision to groups and teams.

Core Skills

- People management;
- Financial management;
- Policy implementation;
- Planning;
- Coordinating; and,
- Strategy implementation.