



## **VOLUNTEER ROLE DESCRIPTION**

**VOLUNTEER ROLE:** Volunteer Counsellor

**RESPONSIBLE TO:** Counselling Service Lead

**Main Purpose:** To deliver one to one counselling sessions either face to face or online to adult clients as part of the Quaggy Community Counselling Service. The volunteer counsellor will be required to abide by the British Association for Counselling and Psychotherapy Ethical Framework for the Counselling Professions.

Main activities of the volunteer counsellor:

1. Contract with clients to provide them with up to 12 counselling sessions which will occur on a weekly basis, adhering to the BACP Ethical Framework for the Counselling Professions.
2. Offer counselling to a maximum of 3 individual clients ensuring maintenance of confidential client notes, evaluation and accurate statistics in keeping with the BACP Ethical Framework for the Counselling Professions and Data Protection Act.
3. To provide clients with information and signposting to other appropriate statutory and voluntary support services.
4. Manage a confidential diary system of counselling appointments for clients.
5. Attend fortnightly group and quarterly Clinical Supervision arranged by QCCS in keeping with BACP's Ethical Framework for the Counselling Professions.
6. Contribute to the maintenance of good working relationships with other volunteers, colleagues and Quaggy Development Trust (QDT) staff.
7. Keep updated with current legislation, accepted ethical practice and current research within the counselling and therapy professions.

8. Maintain a sound understanding of safeguarding and child protection procedures and use expertise and sensitivity to manage client issues involving third parties.
9. Attend QCCS team meetings and training days.
10. Actively promote the principles of the QDT Equality and Diversity policy with service-users, other volunteers, colleagues and QDT staff.
11. Ensure continuing professional development is maintained following BACP guidelines.

### Volunteer Person Specification

|                                 | <b>Essential</b>  | <b>Desirable</b>  |
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| <b>Education/Qualifications</b> | Qualified or in <b>final year</b> of Diploma in counselling, or equivalent  | Accredited or working towards BACP accreditation  |
| <b>Skills and Abilities</b>     | <p>Well-developed knowledge of counselling theory and practice, including skills to meet clients' diverse therapeutic needs (ie trauma, suicidal ideation, loss, identity issues, poor self-esteem, depression)</p> <p>Ability to develop positive and empathic therapeutic relationships with a diverse client group</p> <p>Ability to maintain professional boundaries at all times</p> <p>Understanding of safeguarding procedures and their implications</p> <p>Excellent communication skills, including the ability to liaise with colleagues at all levels</p> | Experience of working with clients who present with perinatal difficulties and/or domestic violence |

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|                          | <p>Comprehensive working knowledge of IT, e.g. word processing, email, internet</p>   | <p>Some experience of routine sessional measurement eg. CORE</p>        |
|                          | <p>Experience of delivering on-line counselling sessions</p> <p>Completion of the BACP/Open University free course - <b>How to do counselling online: a coronavirus primer or other relevant training</b></p>   | <p>Received training in working on-line as part of training course.</p> |
| <p><b>Experience</b></p> | <p>Clinical experience of counselling/psychotherapy with adults over a wide range of emotional difficulties and psychological disorders; both short term and long term work – minimum of 30 clinical supervised hours.</p> <p>*Experience of providing non-clinical, one to one support to adults, including Triad Work will also be considered.</p> <p>*Please, use the Additional Information section of the Application Form to demonstrate the skills, knowledge and experience you have developed in non-clinical or Triad Work.</p> | <p>Accredited or working towards BACP accreditation</p>                 |
| <p><b>Other</b></p>      | <p>Receiving personal therapy if still in training.</p> <p>Self-reflective and committed to ongoing personal and professional development.</p>  |   |

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|  | Commitment to adhere to all QCCS policies including Equality and Diversity policy.<br>Commitment to attend Supervision and CPD days |  |
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### **Conditions of Service**

The role is for a minimum of one year and is subject to an enhanced DBS check.