

VOLUNTEER COUNSELLOR

ROLE DESCRIPTION



Main Aim

The main aim of a Counsellor is to provide the opportunity for the client to work towards living in a more satisfying and resourceful way.

Purpose of the Role

- Provide counselling to a service user who requires this support as a result of their caring role.
- Establish and manage the counselling relationship.
- Enable the service user to identify and explore their concerns.
- To help raise self esteem and confidence through a positive and supportive relationship.
- Where required, to review options and consequences of change.

Responsibilities

- Utilise counselling skills to develop and promote a positive relationship with the service user.
- To establish and maintain appropriate boundaries.
- To make necessary arrangements for room bookings, bookings with clients and re-arrangements as applicable.
- To inform the Volunteer Coordinator of all client contact on a monthly basis, using the standard reporting methods.
- To notify the Volunteer Coordinator of any emerging problems and seek support whenever necessary.
- To review the relationship at regular intervals with the service user and with the Volunteer Coordinator.

Personal Qualities

- Must hold a Diploma level qualification in Counselling, or be in training at Diploma level.
- Awareness of issues affecting carers.
- Adherence to BACP Code of Ethics.
- Reliable and a good timekeeper.
- Sensitive and caring about others.
- Respectful of confidentiality issues and able to maintain boundaries.
- Able to work as part of a team and on own initiative, and know when to seek support.

Training and Support

- Required to attend a Basic Induction and Training Programme prior to the start of volunteering.
- Ongoing support from the Volunteer Coordinator.
- Regular individual meetings with the Volunteer Coordinator for supervision (not counted as professional counselling supervision).
- Regular group meetings with other volunteers.
- Ongoing training opportunities.
- Social events with other volunteers.

Other Requirements

- Trainee Counsellors are required to provide documentation confirming their 'competency to practice'.
- Counsellors must have current professional indemnity insurance and provide a copy of the insurance certificate.
- Counsellors are required to arrange their own professional supervision and provide a letter of confirmation from their supervisor. For qualified counsellors, a contribution can be made towards supervision costs.
- Requested to provide information on regulatory bodies of which they are members.
- Trainee Counsellors are required to provide contact details for their learning tutor / course coordinator and details of the learning provider's placement requirements.
- Trainee Counsellors are required to have protocol for counselling records / client notes pre-approved by the Volunteer Coordinator prior to submission.

About us

West Cumbria Carers offer a range of services to support those looking after someone on an unpaid basis.

A carer is anyone of any age who cares, unpaid, for a friend or family member who due to illness, disability, a mental health problem or an addiction cannot cope without their support.

- www.westcumbriacarers.co.uk

- Twitter: <https://twitter.com/wcumbriacarers>



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