

Volunteer Profile – Counsellor

Wired is a charity that delivers a range of services in the north west of England and in north Wales that support children, adults and older people to live as independently as possible. Wired’s ethos and culture is about empowering people, helping to remove the barriers disadvantaged people face and support the inclusion of all people in society. The charity could not help as many people each year without the support of volunteers.

Main Purpose	Provide counselling to adult carers.
Aim	To provide a professional counselling service to adult carers requesting counselling.
Supported By	Liz Hynes – Counselling Officer
Based	Wired Offices
Time commitment	Six weekly sessions of one hour for each client allocated.
Essential training	Qualified to a minimum diploma level as a Counsellor or on a recognised training course, with training provider confirming fitness and suitability to practice. Induction to Centre, Wired policies and procedures and role responsibilities.

Agreed Responsibilities

1. To offer a six session model of counselling to Adult Carers and former carers requesting this service (sessions may be extended to twelve at the counsellor’s discretion, extensions beyond this are to be discussed and may be negotiated with the Counselling Officer).
2. To adhere to the British Association for Counselling and Psychotherapy (BACP) Ethical Framework for Good Practice.
3. To ensure they receive supervision either in-house, externally, or a combination of both, to meet the minimum training and/or BACP monthly requirements in ratio to the total number of clients seen both at the Carers centre and where applicable, elsewhere.
4. To provide evidence of professional liability insurance. To adhere to Wired policies at all times e.g. confidentiality, conduct, health and safety, safeguarding.

Management of the Service

To book a counselling room with the Centre Administrator and confirm details of the client to be seen.

To telephone the client with a first appointment time and confirm this in writing using the standard letter supplied.

To follow administration guidelines for keeping records.

To arrange subsequent sessions directly with clients and follow guidance concerning non-attendance.

To complete documentation as supplied.

Be aware of security issues and safeguards.

To abide by agreed policies and guidance.

To contact the client and the centre administrator should you be unavailable for a session.

Wired services exist to respond to the needs of individuals, therefore, many of the tasks and responsibilities may be unpredictable and varied. It is expected that volunteers will be flexible when needed, for instance undertaking tasks that have not specifically been named in their task description.

Person specification

For some roles there are essential or desired skills or experience that a volunteer needs to have to be able to undertake the role. This table lists the ones specific to this role.

Skills / Experience	Requirement
Criteria	To be qualified to at least diploma level or on a recognised training course with a placement requirement.
Knowledge	.
Skills	The ability to build rapport and engage in therapeutic relationships. To be trained or training in a recognised therapeutic model. Able to maintain therapeutic boundaries including confidentiality and to work within BACP guidelines for ethical practice or those of a similar professional body. An organised approach to time management.

	The ability to work autonomously and as part of a team in a collaborative and supportive manner.
Personal Qualities	Approachable, warm, friendly & professional in manner. A genuine care and concern for those in a caring role Empathy & understanding. A non-judgmental approach.
Qualifications	Minimum of diploma in counselling or working towards this on a recognised training course with adequate supervision and tutor guidance.

Record of achievement

Wired will keep a record as you undertake your role of what takes you have completed to a satisfactory level. You will not be expected to undertake any task without appropriate training being provided. This can be used as a record of achievement whilst undertaking the role and can be provided as part of a reference for any potential employers if you wish.

Task	Date completed	Mentor signature
Provided counselling sessions x 6 to a client within guidelines		