

Sue Lambert Trust



JOB DESCRIPTION

Job Title: Volunteer Counsellor

Responsible to: The Clinical Team

Location: Norwich or Great Yarmouth

Job purpose: Sue Lambert Trust (SLT) provides counselling and support services for men and women, survivors of sexual violence past and present. Working in a confidential setting, SLT volunteer counsellors help people explore their feelings and emotions which are related to their past experiences. Through listening non-judgementally and offering clients a safe space to talk about their experiences and express their feelings and anxieties, clients are able to make sense of their experiences and are enabled to make changes in their lives if they decide to do so. Counsellors do not give advice but help clients make their own choices within an agreed counselling contract.

Main responsibilities:

1. To establish a relationship of trust and respect with clients.
2. To agree SLT's counselling contract with clients, which includes our confidentiality policy.
3. To listen actively to clients concerns and empathise with them.
4. To help clients gain a deeper understanding of their concerns, thus enabling them to better manage their everyday lives.
5. To help clients understand what choices are open to them in the future.
6. To refer clients to other sources of support as appropriate, including our own in house support workers and groups.
7. To liaise as necessary with other agencies and individuals to enable clients to deal with their own particular issues.
8. To attend monthly individual and group supervision sessions regularly and any training days which SLT provides; the costs for both supervision and most training days are met by SLT, assuming counsellors have three or more clients. Trainees start with 2 clients and build up to 3 in due course.
9. To keep appropriate records and such quality assurance documents as SLT requires.
10. To abide by the policies and procedures of SLT and the BACP Ethical guidelines.
11. To be mindful of working as part of an Organisation such as SLT, as well as being punctual, thoughtful and responsible for communicating with the organisation regularly.
12. To keep up to date with continual professional development by attending relevant training courses that might be useful both internally and externally.
13. To be responsible for self-care and to feel able to arrange to take a break if necessary.
14. To bring client issues to supervision regularly and thoughtfully in order to grow in counselling practice.

PERSON SPECIFICATION – Volunteer Counsellor

Qualifications:

Essential

- Diploma in Person Centred or other relevant counselling qualification, or working towards diploma

Desirable

- Further counselling qualifications

Relevant experience and knowledge:

Essential

- Ability to understand the importance of and maintain appropriate levels of confidentiality
- Excellent communication skills with the ability to communicate sensitively but confidently with clients as well as staff and colleagues

Desirable

- Understanding of the needs of our client group
- Experience of working with clients
- Experience of working with clients with mental health issues
- Knowledge of safeguarding procedures
- Knowledge of Equality and Diversity

Competencies and personal attributes:

- Excellent communication skills – able to listen actively, show empathy and work with clients in a non-judgemental way
- Ability to apply a high level of congruence in a boundaried way
- Organised and committed to ensuring excellent client care and equality of opportunity
- Self-motivated and able to work independently but also able to ask for help and advice as needed
- Ability to work well within a team, at all levels

Other Requirements:

- The successful candidate will be subject to a DBS enhanced disclosure check as well as satisfactory references.

Guidance for Trainee Placements at Sue Lambert Trust

Sue Lambert Trust (SLT) offers trainee counsellors' studying on Diploma or equivalent courses the opportunity for a substantial amount of appropriately contracted and supervised counselling practice with our clients. All trainees must have been assessed individually for their readiness to begin client work by their tutors and provide evidence of this.

Before commencing as a trainee with SLT interested trainees must complete SLT's internal counsellor training course preceded by an interview with the clinical team who will assess their suitability for becoming a trainee counsellor with SLT.

Trainees will gain experience of making, maintaining and terminating contracts with clients. They will be expected to see two clients initially, increasing this to three clients or more per week for a minimum of 42 weeks of the year. All trainees are asked to remain for twelve months beyond the point where they have achieved their required number of counselling hours. If for some reason this becomes difficult we ask that you inform us as soon as possible of your change in circumstances as we have a duty of care to all of our clients.

The needs of the clients are paramount at all times. Trainees should therefore be assured that SLT is an appropriate placement agency for their particular circumstances and their training course.

Trainees must also be aware, that the allocation of appropriate client work and their own progress towards competency cannot be certain or completely predictable and trainees should allow for the possibility of having to extend their training period in order to complete the required number of practice hours and to achieve the necessary level of competence.

The requirements of trainees in relation to caseloads and types of client is fully recognised by SLT and taken into account. All prospective clients are assessed by a team of experienced counsellors and the Clinical Lead will judge which clients are appropriate for allocation to trainees. Clinical support is readily available from the Clinical Team and trainees are encouraged to discuss any issues of concern with them.

Trainees are also provided with full administrative and supervisory support. They will be expected to maintain such records as the agency requires and to keep up to date with SLT's policies and procedures and abide by them. They will also be expected to be responsible for maintaining communication with SLT regarding any circumstances that might affect their ability to maintain a working relationship with SLT and with SLT's clients. For example illness or changes in family circumstances. Trainees are also responsible for keeping their own hours log.

Trainees are required to be working within the BACP Ethical Framework requirements on ethical practice and should become increasingly accountable and responsible for their counselling practice.

SLT reserves the right to communicate with the training provider if there are serious or irresolvable concerns about a trainees' ethical practice or fundamental competence or safety.

Supervision

SLT expects all trainees to attend mandatory group supervision once a month for 9 months of the year and to attend monthly individual supervision with one of the SLT independent supervisors. SLT agrees to pay for this monthly individual supervision unless the session is not attended and no explanation for this has been given in good time. In this case the supervision session will be charged to the trainee. Group supervision is also funded by the Trust.

SLT supervisors are expected to communicate with the agency if there are serious or irresolvable concerns about a trainee's ethical practice or fundamental competence/safety.

Trainees are required to be governed by the confidentiality policy which is operated by SLT.

Permission must be given by the agency and anonymity safeguarded in relation to the presentation of client work to a training course or in the training environment. Permission must also be sought, both from the agency and from the client, for the audio or videotaping of client sessions for the purposes of their course and a contract of agreement entered into with the client, stating ownership of the material, agreement of how it may be used, how it will be safeguarded, how it will be disposed of and who will have access to it. A copy of this agreement should be given to the service manager.

SLT encourages reciprocal feedback between trainees, supervisors, training course tutors and ourselves including formal reporting on the trainee's competence if this is required. We will also verify the number of client hours a trainee has completed if so required.