**Volunteer Counsellor - Overview of Main Duties**

[1] Operate to and comply with BACP Ethical Framework for the Counselling Professions, and Carrs Lane Counselling Centre Ltd (CLCC) policies and procedures.

[2] Provide counselling to adult clients of CLC C, in accordance with the CLCC Ltd Model Statement.

*Note: All clients are assessed by telephone, added to the waiting list, and then allocated to a counsellor.* Counsellors conduct *their own initial assessment with the client to ensure their suitability to work with the client. The modality for client assessment and counselling is normally face-to-face, however, if trained, and with the manager’s permission, the counsellor may be permitted to work remotely. Counsellors must have approval of their initial assessment by their CLCC Ltd Clinical Supervisor prior to contracting with the client, in blocks of six weekly sessions at a time, up to a maximum of 30 sessions.*

[3] Counsellors must attend two-hour monthly group clinical supervision of their casework, and have additional one to one clinical supervision, where required, to maintain professional standards.

[4] Counsellors must issue the relevant CLCC Ltd documentation to clients (e.g. PHQ-9 and GAD 7), ensure these are all completed correctly, and maintain accurate records of attendance.

[5] Counsellors must attend inhouse training / CPD events where mandated by CLCC.

[6] Counsellors must raise any safeguarding concerns to their allocated supervisor or the Counselling Centre Manager or Clinical Lead Officer in accordance with the emergency referral procedure.

Updated 01.10.2024 Counselling Centre Manager

**Person Specification for a Volunteer Counsellor**

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| **Item** | **Essential** | **Desirable** |
| **Qualifications** | Level 4 Diploma or above qualification in counselling or psychotherapy | Humanistic/PCT/Integrative |
| **Experience** | To have been qualified for a minimum of two years and/ or completed in excess of 250 counselling hours with clients.  Working with 18+ | Working with vulnerable adults  Working as part of an agency  Working online/telephone |
| **Knowledge/Skills** | Listening skills, core conditions, boundaries, confidentiality.  Understanding of supervision  Awareness of diversity and working with differences | Experience of risk assessments  Knowledge of safeguarding |
| **Personal Qualities** | Time keeping, self awareness, interpersonal skills, communication skills.  Ability to be present, core conditions |  |
| **Other** | Professional membership such as BACP/UKCP/NCPS | Any other languages |

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