



Role Description Student / Volunteer Counsellor

Role:	Student / Volunteer Counsellor
Responsible to:	Counselling Service Manager
Hours:	Minimum of 4 hrs per week
Based at:	Newport Mind Office

Purpose of Volunteer Role:

To work as part of a team who provide a one-to-one counselling service for individuals referred to the Counselling Service. As a team and as individual counsellors we work towards improving the mental health and wellbeing of our clients. Our counselling service is fee based.

Role and Tasks of the Student/Volunteer Counsellor:

- To offer counselling for clients deemed appropriate to Counsellor's individual level of experience and skills.
- To carry a caseload of at least 3 clients.
- To participate in mandatory clinical supervision, Newport Mind provide external group supervision every fortnight in line with BACP guidance, but you may wish to organise your own supervision if this doesn't suit your needs.
- To work in accordance with both Newport Mind policies and procedures and BACP Guidelines. Adhere to Safeguarding policies and procedures.
- Maintain confidentiality in accordance with Newport Mind confidentiality policy.
- Ensure Newport Mind's Health and Safety procedures are followed.
- To attend an induction, in house and external training (when possible) to support and enhance personal and professional development of skills, techniques and knowledge necessary for the effective performance of the role.
- Maintain regular, consistent and professional attendance and to adhere to relevant health and safety procedures.
- To maintain client's clinical notes and update database systems as required.
- To liaise with the Counselling Service Manager and Newport Mind staff members as necessary.
- Undertake any training appropriate to the post.

Training:

Volunteers will receive an induction to the organisation including the opportunity to shadow other teams if required. Informal training (relative to the role) will be provided to the volunteer.

Additional specialist training will be available dependant on the volunteers existing skills/experience/knowledge.

Support:

Volunteers will receive regular informal support from the Counselling Service Manager. Newport Mind will pay for volunteers to join and attend one of our fortnightly supervision groups. The cost of any Supervisor reports will need to be covered by the volunteer.

Commitment:

We ask that volunteers will give a commitment to the volunteering role of at least three months. The actual times of undertaking volunteering can be negotiated within the framework of working hours (Monday to Friday 9:30am to 4:00pm), but it is expected that you provide a commitment of one morning/afternoon to the service.

Equality and Diversity:

Newport Mind is fully committed to the active promotion of equality and diversity as an employer, and in the provision of all its services. It is the responsibility of all staff and volunteers to ensure the practical application of this policy.

Health & Safety:

Under the Health & Safety at Work Act, all employees and volunteers are required to take care of their own health and safety, and that of other employees in complying with their statutory duties.

Person Specification**Qualifications**

- You are qualified at Level 4 (or above) in counselling. We will consider people who are studying at level 4.
- You are a member of a professional counselling organisation (e.g. BACP, UKCP etc.)

Essential Skills and Knowledge

- Understanding of mental health issues and the ability to work with individuals who experience mental health issues.
- Ability to prioritise workload, to work on own initiative and as part of a team.
- Experience of enabling individuals in a problem-solving capacity.
- Good written and verbal communication skills.
- The ability to listen.
- To have experience of your own personal therapy.

- An understanding of confidentiality and privacy.
- An understanding and commitment to Equality and Diversity.
- Ability to work within the BACP Code of Ethics.
- Able to work in an office environment including the use of Microsoft Word / Databases.
- A commitment to the ethos and values of Newport Mind.

Desirable Skills and Experience:

- Experience of working with people in distress or trauma.
 - Experience of working in a community setting
 - Experience of working face to face, over the phone or video calling (e.g. Teams)
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