

Richmond Carers Centre: Role Description

| | |
|----------------------|--|
| Job Title: | Volunteer Counsellor |
| Work hours: | Half a day per week for 3 clients |
| Placement Length: | 18 months – 2 years |
| Probationary Period: | 6 months |
| Organisation: | Richmond Carers Centre (RCC) |
| Supervised by: | Operations Manager/Adult Carers Support Team |
| Base: | 5 Briar Road, Twickenham. TW2 6RB / Counselling can also be provided via video platforms or telephone |

Purpose of Role and Key Responsibilities

To work with the Adult Carers Support Team to extend the services being provided by the organisation and to provide emotional support to adult carers through the counselling service.

To provide 10 sessions of ongoing humanistic or integrative counselling to adult carers registered with Richmond Carers Centre. This includes the initial assessment.

To provide counselling to a minimum of 3 carers per week leading to more if appropriate.

To allow carers to focus on their own wellbeing and provide respite from their caring role.

To provide a non-directive, supportive relationship within which a carer can be empowered to make changes.

Volunteer Placement Requirements

1. To keep accurate notes and record client contact and appointments on Charity Log (RCC contact management system) in a timely and efficient manner. This needs to follow GDPR procedures.
2. To complete all relevant paperwork with clients engaging with the counselling service.
3. To be responsible to ensure all clients have a clear understanding of confidentiality and expectations of the counselling service and that this is set in the first counselling session.
4. To attend training with the Operations Manager and the Counselling Supervisor as part of the probationary period.
5. To engage with clinical supervision provided by Richmond Carers Centre on a fortnightly basis. Supervision costs are shared with Richmond Carers Centre for which volunteers are required to pay a contribution per session. After counsellors have completed 100 hours of counselling, Richmond Carers Centre will pay all of their supervision costs.
6. All counsellors are expected to follow the BACP's Code of Ethics and to raise any concerns to the Counselling Supervisor or the Operations Manager about any issues that may be interfering with their work.
7. Trained counsellors will be expected to conduct their own initial assessments with carers prior to starting counselling.

8. To support in gathering and collating feedback from carers in relation to our outcomes monitoring framework.
9. To participate in learning and development as necessary and other core training needs as identified by Richmond Carers Centre.
10. To take part in quarterly volunteer group meeting with other volunteer counsellors and the Adult Carers Support Team.
11. To take part in an annual review with the Operations Manager and Counselling Supervisor.
12. To embrace the organisational values of being, these are:
 - **Reliable:** Integrity and respect are important to us. We will do what we will say.
 - **Responsive:** Listening, caring and empathy underpin our approach.
 - **Collaborative:** We are committed to working with our team, with carers and others to deliver the best service we can.
 - **Innovative:** We are creative and solution focused, using our knowledge and experience to continually improve our offer.
 - **Driven:** We believe in what we do and strive to make a positive difference.
13. To comply with the General Data Protection Regulations relating to personal information of individual members of the public, adult carers, young carers and their families.
14. To comply with Richmond Carers Centre's Policies and Procedures, including those on equal opportunities and diversity, safeguarding, confidentiality, general data protection regulations and health and safety.
15. To assist Richmond Carers Centre achieve our commitment to being more environmentally responsible and to reduce our carbon footprint where possible.

This post is subject to the volunteer counsellor undertaking an enhanced DBS check - renewable every 3 years.

Richmond Carers Centre: Personal Specification

Post: Volunteer Counsellor

The successful applicant will need to demonstrate the following skills, experiences and abilities:

| | Essential | Desirable |
|--|---|--|
| Qualifications/ Education / Circumstances | <ol style="list-style-type: none"> 1. To be either qualified or training in a BACP approved or equivalent course. Trainees need to be in their second or qualifying year. 2. A good standard of general education, including clear spoken and written English and a good level of Maths. | |
| Knowledge | <ol style="list-style-type: none"> 3. A sensitivity to, and understanding of, the potential impact of being a carer. | <ol style="list-style-type: none"> 4. Demonstrate a broad knowledge base of carers' issues and those relating to the person they care for. 5. Understanding of social care services in both voluntary and statutory sectors 6. Knowledge of other local/national carer support organisations. |
| Experience, abilities and skills | <ol style="list-style-type: none"> 7. Experience in delivering emotional support. 8. Ability to provide a range of interventions, such as counselling/motivational interviewing. 9. Excellent interpersonal skills and communicate constructively with professionals, carers and other relevant agencies. 10. Computer literate including use of email, video platforms and database use. 11. Ability to work on own initiative with minimal supervision. | <ol style="list-style-type: none"> 12. Experience of using a Contact Management Database System (e.g. Charity Log). 13. An understanding of the voluntary sector, education and/or health and social care services. |
| Circumstances | <ol style="list-style-type: none"> 14. Membership of a professional body for counselling and psychotherapy (BACP or equivalent). 15. To hold their own personal insurance that covers them adequately to practice in a voluntary capacity on others. | |
| Personal Qualities | <ol style="list-style-type: none"> 16. To be client focussed. 17. Willingness to embrace the organisations values and professionalism. 18. The ability to maintain good working relationships with people at all levels. 19. Sensitive to the needs of others. 20. Well organised. 21. To have a flexible and can-do approach. 22. Positive attitude and self-motivated. 23. A commitment to enhance the lives of carers. 24. A commitment to diversity and equal of opportunities / anti-discrimination practice. 25. A commitment to the centre's confidentiality policy. | |

RCC is committed to supporting access to learning and development to perform the role to its full potential.