



Role Description Student / Volunteer Counsellor

Role:	Student / Volunteer Counsellor
Responsible to:	Lead Counsellor
Hours:	4 hrs per week (which includes breaks between clients), 1 – 2 hrs clinical supervision per month
Based at:	Henton House, 28 Monk Street, Abergavenny NP7 5NP

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 toward improving the mental health and wellbeing of our clients.

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 monthly mandatory clinical supervision which you will be expected to pay for.
- To work in accordance with both Mind Monmouthshire policies and procedures and BACP Guidelines. Adhere to Safeguarding policies and procedures
- Maintain confidentiality in accordance with Mind Monmouthshire confidentiality policy.
- Ensure Mind Monmouthshire'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 maintain counselling diary with appointments and be responsible for own casework administration.
- To liaise with the Lead Counsellor and Mind Monmouthshire 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 and Supervision:

Volunteers will receive regular informal supervision and support. Volunteers will have a named contact within the organisation for support

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:

Mind Monmouthshire 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 studying a at a level 4 (or above) in counselling.
- You are a member of a professional counselling organization (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.
- 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 Mind Monmouthshire.

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. Zoom)
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