



Role Description for Volunteer Counsellor_– CONFIDENTIAL

Deadline: Please note that The Kaleidoscope Plus Group operates a rolling recruitment programme throughout the year for Volunteer Counsellors

About The Kaleidoscope Plus Group

The Kaleidoscope Plus Group (KPG) is a Registered Charity and a Company Limited by Guarantee.

KPG was established in 1973 and is one of the leading health and wellbeing charities in the Midlands.

KPG works to promote and support positive health and wellbeing and is committed to making sure that the services and facilities provided are of the highest possible quality and that they continue to develop to meet the needs of the communities it serves.

KPG's Mission is to promote and support better emotional health and wellbeing.

KPG is funded by a variety of sources including Local Authorities, Clinical Commissioning Groups, via Trusts and Grants and KPG fundraises on an ongoing basis for the delivery of all services.

Applying to The Kaleidoscope Plus Group

Filling in this application is Step One of the process, applicants will be shortlisted based on the information they supply on their application form.

If you are shortlisted, you will be invited to a one-day remote recruitment process.

If you are successful at this stage, you will then need to attend Induction Training, which is compulsory for this placement and will be held in West Bromwich.

If you are successful at each of the above stages, you will then be offered a placement subject to the receipt of satisfactory References and DBS checks.

Please note that an offer of a placement does not constitute an offer of employment.



The role

As a Volunteer Counsellor you will be offered the opportunity to primarily work with adults, although there may be occasions that you may have the opportunity to work with young people (aged 16 years plus). This is an ideal opportunity for someone who is wishing to return back into counselling/therapeutic work, for those who would like some experience working within a mental health charity, to upskill, to support on going practise, or for someone who would simply like to give back to their local or neighbouring area or completing their accreditation.

We are looking for dedicated individuals who are committed to providing a great service to those in need of therapy, and need someone to talk to.

We will support you throughout your time with us, offering help and advice where needed, and providing you with training and other information that you can apply to your professional and personal development.

We have experience of supporting volunteers from a wide range of colleges and universities and have proudly seen many of our students develop into fully qualified practitioners during their time with us.

During this time, you will be asked to see a minimum of 3 clients per week and, during your induction, you will be allocated a venue if face to face. We will agree a day and times for your volunteering to take place on, you will be supported by a mentor and in supervision.

We will strive to fit your clients around your commitments but restrictions might apply – depending on room availability and service delivery needs.

In order to work as a Volunteer Counsellor you are required to attend all forms of supervision, this is to ensure that The Kaleidoscope Plus Group maintains high standards of service. We are not able to offer placements to Volunteers who do not attend this supervision; failure to attend will result in termination of the position.

There will also be opportunities for group supervision providing mutual support and learning from others.

Time Commitment

The minimum time commitment is 3 hours per week and 4 hours one week per month - to allow time to attend supervision.

Travelling time should be factored in on top of these hours.

When considering volunteering at The Kaleidoscope Plus Group you will need to ensure that you have this time available in your weekly schedule.



Role Description

JOB TITLE	Volunteer Counsellor
REPORTS TO	Clinical Lead
HOURS	Minimum of 3 hours per week
BASED FROM	West Bromwich (with flexibility to work remotely)

Overview

We are looking to recruit a volunteer counsellor to offer counselling to clients aged 16 and above. Counselling will be provided using a blended approach of face-to-face, online and telephone counselling. This post offers volunteers counsellors the opportunity to maintain and develop their counselling skills, be part of a mental health organization and qualified counsellors the opportunity to work towards accreditation.

All counselling is currently being provided remotely due the COVID19 pandemic. However this will change in due course to reflect the needs of the individuals, students and Covid 19 restrictions.

PRIMARY RESPONSIBILITIES

MAIN DUTIES	<ul style="list-style-type: none"> To be a qualified counsellor To be available to see at least 3 clients a week (on a flexible basis) To be part of the initial assessment of clients who are referred to you To contact and set up appointments with clients, managing the therapeutic relationship including absences and boundaries To negotiate counselling contracts with clients within the guidelines of the service. To commit to working with clients to the completion of the counselling contract To always respect the confidentiality of the client To be registered with the BACP or equivalent governing body as a qualified counsellor To work within the British Association for Counselling and Psychotherapy Ethical Framework.
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	<p>A commitment to work with allocated clients until the end of their agreed sessions</p> <p>To attend clinical supervision monthly</p> <p>To keep records of attendance and all notes of sessions/ communications with the client</p> <p>To discuss payment where appropriate with clients.</p> <p>To conduct yourself in a professional manner that is in keeping with the role of a counsellor within KPG</p> <p>To attend monthly service meetings</p> <p>To attend monthly 121 with mentor</p> <p>To manage, co-ordinate and deliver a confidential specialist Counselling service KPG clients</p> <p>To work in collaboration with your client, mentor, peers.</p>
<p>GENERAL</p>	<p>Demonstrate a commitment to supporting the Aims and Values of The Kaleidoscope Plus Group</p> <p>To have a non-judgemental attitude</p> <p>To have a commitment to attending regular supervision (and to make effective use of supervision)</p> <p>Demonstrate a commitment to and an understanding of The Kaleidoscope Plus Groups Equal Opportunities, Safeguarding and Confidentiality policy</p> <p>Have the ability to work independently, work well under pressure and hold professional/ethical boundaries</p> <p>Have the ability to demonstrate a commitment to own personal and professional development</p>

Person Requirement

Essential Training & Experience

- Applicants must have a relevant qualification e.g. Diploma in Counselling, Diploma in Cognitive Behaviour Therapy
(evidence will be required of qualifications)
- Applications must be a registered member of a relevant professional body e.g. BACP, UKPC
(evidence will be required of registration)
- A clear theoretical model of counselling and the ability to describe how this relates to your practice.
- Be in personal therapy, or have adequate support to be resilient and self-aware to take on counselling work
- Can promote equality and diversity

Desirable Training & experience

- Specific qualification, training and experience in working within emotional wellbeing or relevant mental health settings
- Experience of offering counselling remotely (online phone or video).
- Experience or knowledge of mental health issues.
- Ability to work with clients with a wide range of presenting issues

Knowledge & Skills

- Ability to manage own administrative tasks
- Ability to manage own clients (booking appointments etc.)
- Demonstrate ability to develop good therapeutic relationships with clients
- Ability to engage with and awareness of the needs of people from a range of cultures, class backgrounds, sexual orientation, disability and religious beliefs
- An understanding of emotional and practical issues which might arise in relation to working with a diverse range of clients
- Demonstrate an ability to self-reflect and to take appropriate action based on this

ESSENTIAL BEHAVIOURS

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Self-awareness	Able to identify and maintain awareness of own values, principles and assumptions and is able to learn from experiences
Compassion	Understands and is sensitive to cultural and personal differences while interacting with others
Striving for Excellence	Focused on delivering the best possible service, consciously seeking out and implementing improved ways of working
Proactivity	Sets high standards for oneself and others; guiding, motivating and developing to achieve high performance and meet the organisation's mission, objectives and statutory obligations
Building & Maintaining Relationships	Develops rapport and works effectively with a diverse range of people, sharing knowledge and skills to deliver shared goals
Communicating and Influencing	Presents information and arguments clearly and convincingly so that others see us as credible and articulate, and engage with us
Responsible use of Resources	Takes personal responsibility for using and managing resources effectively, efficiently and sustainably
Grit and Resiliency	Flexible and adapts positively to sustain performance when the situation changes, workload increases, tensions rise and priorities shift

Conditions of service	<p>Volunteers will not be paid for their work as counsellors. In return for their service, KPG will provide regular ongoing clinical supervision at no cost to the counsellor, and will reimburse travel costs incurred when coming to KPG for work.</p> <p>Volunteer counsellors can also access short courses at KPG to support continuing professional development.</p> <p>We ask volunteer counsellors to agree and sign a Volunteer Agreement with the service when a placement opportunity is offered.</p>
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Training	<p>Volunteer Counsellors on placement with us are a valuable asset to our service and we feel it is part of our commitment to you to encourage your development as a practitioner.</p> <p>We provide support in the form of Induction sessions, mandatory trainings (e.g. Safeguarding, Information Security, Diversity & Inclusion, Health & Safety) team days and other CPD events particularly relating to counselling</p>
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