**Just’B’ Adult Volunteer Assessment Worker**

**Role Description**

**Department: Just’B’**

**Line Manager: Adult Services Manager**

**Hours: Various (to be discussed and agreed at interview)**

**Role Summary**

To work as a key member of the JustB Adults Service providing professional, emotional wellbeing and psychological support through face-to-face sessions, virtual and telephone assessment calls to clients.

**Key Tasks**

1. To ensure the smooth, efficient and ethical provision of in person, virtual and telephone assessment calls to waiting lists clients.
2. To assess, where necessary, any risks clients present in line with safeguarding procedures and create appropriate safety plans.
3. To signpost to other relevant support services as appropriate including Crisis Services, GPs, etc.
4. To update the assessment information to the relevant online portal at the end of each shift to ensure service outcomes and evidence of service activity are recorded.
5. To support with the taking of referrals for internal Just ‘B’ support services where appropriate.
6. To seek supervision support whilst on shift where necessary and to attend monthly group and/or individual supervision sessions.
7. To take part in approriate training offered by the service as required.

Responsible to: Just’B’ Adult Services Manager

Enhanced DBS: An enhanced Disclosure and Baring Service (DBS) check is required and will be updated in line with policy.

Training: Mandatory training is required prior to working with clients and this training will need to be updated at intervals, as and when required.

Location: Face to face sessions will be undertaken either at Harrogate or Thirsk depending on your choice, proximity and capacity.

**Harrogate** location is Burton House, Hookstone Oval, Harrogate HG2 8QE.

**Thirsk** location is Herriot Hospice@The Lambert, Chapel Street, Thirsk YO17 1LB.

**Person Specification**

**Education & Qualifications**

* Qualified counsellor with current registration or accreditation with BACP, NCS or UKCP

**Experience**

* Experience of working in a counselling role within an agency or statutory service.
* Experience of working with emotionally challenging situations
* Experience of working with confidential information

**Knowledge & Skills**

* Understanding of the Person-Centered Approach
* Understanding boundaries when working with clients
* Ability to work with a high degree of accuracy and attention to detail
* Full understanding of and commitment to confidentiality and data protection compliance
* Full understanding of and commitment to safeguarding legislation and statutory guidance.
* Understanding of and commitment to equality of opportunity and diversity procedures
* Good IT skills and ability to provide remote client sessions

**Behaviours**

* Highly motivated with a ‘can do’ approach
* Collaborative and flexible approach to working practices
* Manages stressful situations with a calm and measured approach
* Resilient, self-aware, and the ability to recognise signs of stress and use coping strategies
* Commitment to continuous professional development
* Demonstrate a commitment to North Yorkshire Hospice Care’s aims and objectives through its core values and behaviours
* Promote and sustain a responsible attitude towards diversity and inclusion within North Yorkshire Hospice Care
* To follow North Yorkshire Hospice Care policies and procedures to ensure correct support is provided when needed.

**Support:**

Just’B’ are committed to supporting volunteers effectively and appropriately – particularly in a role such as this which may be emotionally demanding. As such volunteer counsellors will receive the following:

* A member of staff will always be available in person for support, if necessary, after the direct client work. A safeguarding officer will also be available at any time within the organisation
* A monthly check-in session with a named member of staff, providing an opportunity to reflect on your experience and receive feedback
* Access to an ongoing training programme provided by the Just’B’ Team.