

## Volunteer Role Profile

**Role: Just'B' Adult Volunteer Counsellor**

**Location: Burton House (Harrogate) or The Lambert (Thirsk) and remote**

**Department: Just'B'**

**Line Manager: Di Pedder**

*Through volunteering your time at North Yorkshire Hospice Care you will be supporting people in our community through offering counselling to individuals.*

*When providing a counselling service. It is essential that you adhere to the role description, and are clear about the boundaries of this role. You will be expected to follow the professional and ethical guidelines of the BACP. If you are unsure or concerned about any of the tasks you are asked to complete you should seek support from your Line Manager. This is to ensure the safety of you and your clients.*

### About the role:

To work as a member of the Just'B' Team through providing clients with one to one counselling, specialising in bereavement and covering all aspects of general counselling.

To ensure the provision of safe and ethical counselling in line with professional practice and guidelines and the policies and procedures of North Yorkshire Hospice Care.

### General Information

Enhanced DBS: An enhanced Disclosure and Barring Service (DBS) check is required and will need to be updated every 3 years.

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

Location: Face to face sessions will either be at Burton House (Hookstone Oval, Harrogate HG2 8QE) or at The Lambert (Chapel Street, Thirsk YO7 1LU). Remote sessions will take place in an appropriate environment ensuring confidentiality for the client. Ratio of remote and face to face sessions will be agreed with you on completion of your induction.

**Please note we offer sessions during weekdays and some evenings but not weekends. Sessions last 1 hour.**

**Key tasks:**

1. To offer support to individuals via face to face, teams and telephone sessions maintaining an agreed case load of clients.
2. To produce notes of all sessions in line with agreed policies and procedures and professional standards.
3. To keep up to date with all mandatory training within agreed timescales.
4. To work to the Just'B' contract, including session times, the limits to confidentiality and safeguarding.
5. To ensure professional registration and supervisor details are up to date and logged with Just'B'.
6. To ensure adequate external supervision is maintained throughout the duration of the volunteering.
7. To ensure timekeeping and professional standards are maintained at all times.
8. To ensure that rooms are set up and ready prior to the client's arrival when working face to face. To ensure the client's privacy can be maintained when working remotely.
9. To work with other volunteers and staff members according to policies and procedures, in an empowering style to ensure that the organisation's strategy is followed.
10. To be willing to take on other tasks and duties that support the service if necessary and appropriate.

**Key skills/attributes required:**

**Education & Qualifications**

- Current registration or accreditation with BACP, NCS or UKCP

**Experience**

- Experience of working in a counselling role within an agency or statutory service, including as part of a counselling training programme
- Experience of counselling as a client
- Experience of working with emotionally challenging situations

- Experience of working with confidential information

### **Knowledge & Skills**

- Understanding of the Person-Centered Approach and ability to articulate personal approach to counselling
- Understanding of own limits with respect to supporting 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
- Understanding of and commitment to equality of opportunity and diversity procedures
- Good IT skills and ability to provide remote client sessions