



Wellbeing  
Counselling Service  
0161 746 2084

Macmillan Wellbeing Centre  
Moorside Road  
Davyhulme  
Manchester  
M41 5SN

Tel: 0161 7462080

E: [mft.macmillancentretrafford@nhs.net](mailto:mft.macmillancentretrafford@nhs.net)

[www.macmillancentretrafford.org](http://www.macmillancentretrafford.org)

Dear Applicant

Thank you for your interest in the role of volunteer counsellor with the Macmillan Wellbeing Counselling Service (WCS) part of Manchester University NHS Foundation Trust (MFT). Please find enclosed information about the service, the clients, requirements of our application process, and an application form. A copy of the full role description is included. Completed applications can be returned to the above address or e-mail. **Please do not send a separate CV, as this cannot be considered.**

WCS provides 1:1 person-centred counselling, in a calm and comfortable environment, to adults who are experiencing difficulties following a bereavement from any cause, or individuals and family/ carers who are affected by a cancer diagnosis. We accept referrals from numerous sources including GPs, mental health support professionals, community staff and self- referrals.

A limited number of placements are available, and applications far exceed this number each year. A placement is offered following:

- Completion of service application form. Two referees are required: for placement students, one of these must be the course tutor.
- We will request references from your referees after short-listing of applications has taken place. In the absence of a reference, the offer of placement may be withdrawn.
- Selection by interview, to be held on Wednesday 10<sup>th</sup> December 2025.

For further information, please telephone 0161 746 2080

Applications may be returned by e-mail: [mft.macmillancentretrafford@nhs.net](mailto:mft.macmillancentretrafford@nhs.net) or to the above address.

Closing date for applications is Friday 28<sup>th</sup> November 2025.

We look forward to hearing from you

Powered by:



# MFT Volunteers

**Manchester University NHS Foundation Trust**

## **Volunteer Counsellor**

### **Role Description**

To provide supervised, compassionate counselling support to people affected by cancer or bereavement, in line with NHS standards.

### **Key Responsibilities**

- Provide 1:1, face to face counselling to individuals, families, and carers impacted by cancer or bereavement.
- Manage a caseload under supervision, maintaining accurate, and confidential records.
- To escalate risk or safeguarding concerns appropriately.
- To signpost clients to other appropriate/additional support services in line with service guidelines.
- Participate fully in clinical supervision, reflective practice, and service training.
- Work collaboratively with Macmillan Wellbeing Centre staff and the wider healthcare team, ensuring coordinated care.
- Support clients by delivering person-centred counselling that promotes dignity, compassion, and emotional wellbeing.
- Uphold confidentiality, safeguarding, and professional boundaries at all times.
- Adhere to the British association for Counselling and Psychotherapy (BACP) Ethical Framework.
- Ability to commit to a minimum 50 hours of client work or a minimum six-month period.
- To work within your own professional competency
- To be responsible for contacting your clients to arrange appointments.
- To maintain notes relating to sessional work; these must be written and stored securely and confidentially at the Wellbeing Counselling Service
- To attend a 1.5-day induction training, held on two Saturdays and complete annual MFT mandatory e-learning. Counsellors will be expected to maintain and put into practice the knowledge gained during mandatory training and ensure that volunteer duties are performed in line with these core standards.
- An Enhanced Disclosure & Barring Service check will be undertaken by Manchester University NHS Foundation Trust (MFT) Volunteer Services if you do not already have one

## Person Specification

Attributes	Essential	Desirable
Qualifications/requirements	<p>Attending a minimum level 4 diploma course/qualification</p> <p>Willingness/ability to attend WCS induction training</p> <p>To have supervision in line with BACP's guidelines</p> <p>Fitness to practice report from tutor</p>	<p>Excellent organisational skills</p> <p>Qualification in telephone counselling</p>
Knowledge	<p>Demonstrate an understanding of the person-centered model of counselling</p> <p>Demonstrate an understanding and interest of issues presented by bereavement or an experience of cancer</p>	<p>Demonstrates understanding of the core values of the Trust and how this relates to the volunteering role</p>
Training	<p>Currently enrolled in, or recently completed, a BACP-accredited counselling training programme (or equivalent).</p> <p>Commitment to ongoing training and development in line with NHS standards</p>	

Skills and Experience	<p>Empathy, sensitivity, and strong interpersonal skills, particularly in supporting individuals in distress.</p> <p>Ability to develop good therapeutic relationships</p> <p>Ability to build trust and maintain professional boundaries.</p> <p>Good organisational skills for managing caseloads, appointments, and records.</p> <p>Commitment to BACP ethical framework and to making a positive contribution to the wellbeing of patients and families.</p> <p>Willingness to work as part of a team, contributing to service development, and uphold NHS policies (e.g. infection control, safeguarding, equal opportunities).</p>	<p>Willingness to engage in group/peer supervision</p> <p>Additional studies and interest around bereavement and cancer</p>
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THE CLOSING DATE FOR RECEIPT OF APPLICATIONS IS: 28 November 2025.

If invited to interview, we will seek your references straight away.

### Example of mandatory training requirements

(Note; this list is not exhaustive, the requirements can be updated and changed)

Course Title
Be Dementia Aware
Conflict Resolution
Countering Fraud, Bribery & Corruption in the NHS
Equality Diversity and Inclusion
Fire Safety
Health, Safety and Welfare
Infection Prevention and Control Level 1
Information Governance
Major Incidents Training
Mental Health Awareness
Moving and Handling Level 1
No Epic Access
Preventing Radicalisation – Basic Prevent Awareness
Resuscitation Level 1
Speak Up – Core Training for all Workers
The Oliver McGowan Mandatory Training on Learning Disability and Autism
Think Family – Child & Adult Level 1 Safeguarding Training

## Additional Information

### INFECTION CONTROL

It is a requirement for all staff to comply with all infection control policies and procedures as set out in the Trust's Infection Control Manual.

### HEALTH AND SAFETY

The Trust has a statutory responsibility to provide and maintain a healthy and safe environment for its staff and volunteers to work in. Equally, the volunteer has a responsibility to ensure that they do nothing to jeopardize the health and safety of either themselves or anyone else. The Trust's Health and Safety policies outline their responsibilities regarding Health and Safety at Work. All accidents / incidents must be reported to the Service Co-ordinators.

**Please note that it is important that under no circumstances must volunteers become involved in any of the following activities:**

- Clinical or medical treatments
- Lifting or handling of clients
- Personal care activities
- Advising clients on personal, financial, medical, nutritional matters etc. If a client asks for advice, the volunteer must direct them to the Wellbeing Counselling Service Co-ordinator
- Pushing clients in wheelchairs without prior arrangement via the Counselling Service Co-ordinator
- Lone volunteering or lone liaising with clients (other than telephone contact to arrange an appointment)

### SAFEGUARDING

The policy and legislation relating to child protection and safeguarding of children, young people and vulnerable adults must be adhered to. It is the responsibility of all volunteers to report any concerns to the Service Co-ordinator.

### SECURITY

The volunteer has a responsibility to ensure the preservation of NHS property and resources.

### NO SMOKING POLICY

The Trust operates a smoking control policy, which applies to all, and extends to the hospital grounds as well as internal areas.

### THE TRUST IS AN EQUAL OPPORTUNITIES EMPLOYER

The role description indicates the main functions of the post holder and may be subject to regular review and amendment in the light of service development. Any review will be undertaken in conjunction with the post holder and in line with Trust policy



# MFT Volunteers

**Manchester University NHS Foundation Trust**

Full name (including title):

Date of Birth:

Address:

Telephone:

Email:

Counselling qualifications gained:

Do you have qualifications in online or telephone counselling? (Yes / No)

Primary model of counselling training:

Current counselling course of study and location:

Expected finish date:

Additional relevant courses attended – date & duration of course:

Have you suffered any major losses in your life? If so, how do you feel you have coped with them?

Please outline your reasons for wanting to become involved in the work of the service:

Personal Statement in support of application (**maximum 300 words; demonstrating how you meet the criteria referred to in the role description and person specification**)



## References

- References will be requested upon completion of shortlisting of applications.
- In the absence of a reference the offer of a placement may be withdrawn.
- Placement students: one of the references must be a course tutor

REFERENCES - Ref 1:

Full name (Including title)

Address:

Email:

Relationship:

Known for how long:

REFERENCES - Ref 2:

Full name (Including title)

Address:

Email:

Relationship:

Known for how long:

Will this be your only placement? (Yes / No)

THE CLOSING DATE FOR RECEIPT OF APPLICATIONS:

➤ **Friday 28th November 2025.**

If invited to interview, we will seek your references straight away.

I have read and understand the placement information and acknowledge the minimum requirements (Yes / No):

- Ability to commit to a minimum of 50 hours of client work or a minimum six-month period
- Willingness/ability to attend service induction training (**February 2026 date TBC**)
- Requirement for enhanced DBS check
- Completion of mandatory training (E-learning)
- Occupational health check/COVID risk assessment

Signature of applicant:

Date:



**Trafford Local  
Care Organisation**

Leading local care, improving  
lives in Trafford with you