



Wellbeing  
Counselling Service  
0161 746 2084

Macmillan Wellbeing Centre  
Moorside Road  
Davyhulme  
Manchester  
M41 5SN

Tel: 0161 746 2080

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 by post 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 for 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.

To be considered for a placement you must first complete an application form. Two referees are required: for placement students, one of these must be a course tutor.

- We will request references from your referees after short-listing of applications has taken place. If successful, the offer of placement may be withdrawn if references are not received.
- If you are shortlisted, you will be invited to interview to be held on Wednesday 25<sup>th</sup> November 2026.

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 30<sup>th</sup> October.

We look forward to hearing from you

Powered by:



Wellbeing  
Counselling Service  
161 771 62034



**Trafford Local  
Care Organisation**

Leading local care, improving  
lives in Trafford with you

# 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 always.
- 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 one-day induction training, held on a Saturday 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.

Powered by:



| Attributes     | Essential                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Desirable                                                                                                                                                                                                                    |
|----------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Qualifications | <p>Currently enrolled in, or recently completed BACP-accredited counselling training course (or equivalent) to a minimum level 4 diploma qualification</p> <p>Willing and able to attend WCS induction training and complete all required mandatory training.</p> <p>Able to access appropriate clinical supervision in accordance with the BACP Ethical Framework.</p> <p>Able to provide confirmation from their course tutor that they are fit and suitable to undertake counselling placement work.</p> | <p>Excellent organisational skills</p> <p>Certificate for training in remote/telephone counselling</p> <p>Knowledge and understanding of the BACP Ethical Framework</p>                                                      |
| Knowledge      | <p>Demonstrate an understanding of the person-centered model of counselling</p> <p>Demonstrate an understanding of, and interest in, issues that may be presented by bereavement or an experience of cancer</p> <p>Understanding of the importance of confidentiality, safeguarding, professional boundaries and working within the limits of their competence.</p>                                                                                                                                         | <p>Additional knowledge or training relating to bereavement, cancer or emotional support within a healthcare setting.</p> <p>Understanding of the Trust's values and how these relate to the volunteer counselling role.</p> |
| Training       | Commitment to ongoing training and development in line with NHS standards                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                              |

|                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                             |
|------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------|
| <p>Skills and Experience</p> | <p><b>Wellbeing</b></p> <p>Empathy, sensitivity, and strong interpersonal skills, particularly in supporting individuals in distress.</p> <p>Ability to develop and maintain effective therapeutic relationships.</p> <p>Ability to establish trust while maintaining appropriate professional boundaries.</p> <p>Good organisational skills, including the ability to manage appointments, caseloads and appropriate records.</p> <p>Commitment to working within the BACP ethical framework and to making a positive contribution to the wellbeing of patients and families.</p> <p>Willingness to comply with NHS/Trust policies and procedures, including safeguarding, infection prevention and control, confidentiality, equality and diversity.</p> | <p>Willingness to engage in group/peer supervision</p> <p>Additional studies and interest around bereavement and cancer</p> |
| <p>Personal Qualities</p>    | <p>Reliable, compassionate, non-judgmental and respectful in their approach to patients, families and colleagues.</p> <p>Able to recognise their own limitations and seek appropriate support or supervision when required.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                             |

THE CLOSING DATE FOR RECEIPT OF APPLICATIONS IS: Friday 30<sup>th</sup> October.  
If invited to interview, we will seek your references straight away.



**Example of mandatory training that must be completed, if successful, before a placement can begin.**

**(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 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

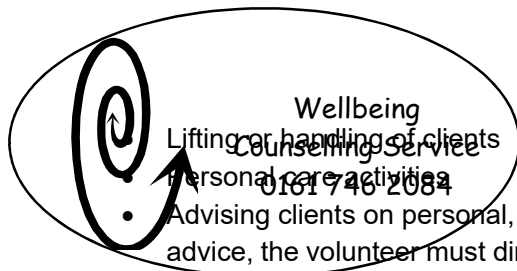
### INFECTION CONTROL

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.

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