



MFT Volunteers

Manchester University NHS Foundation Trust

COUNSELLING VOLUNTEER

Role Description

ROLE DETAILS:

Role Title: Student Placement Counsellor or Volunteer Counsellor (Qualified)

Division: Patient Services

Department: **Wellbeing Counselling Service**

Base: Macmillan Wellbeing Centre

KEY RELATIONSHIPS:

Managerially accountable to: Wellbeing Counselling Service Co-ordinators

Reports to: Wellbeing Counselling Service Co-ordinators

ROLE PURPOSE:

Counselling Student Placement or Qualified Volunteer Counsellor

KEY DUTIES AND RESPONSIBILITIES

- To provide 1:1 person- centred counselling to adults experiencing emotional difficulties following a bereavement (from any cause of death); or a cancer diagnosis (patient and / or family member).
- Counselling sessions will take place face to face in the Macmillan Wellbeing Centre
- Counsellors will adhere to the British Association for Counselling and Psychotherapy Ethical Framework for the Counselling Professions (BACP.)
- All volunteer counsellors must receive supervision with an external supervisor in accordance with the number of counselling hours they are accumulating.
- Qualified counsellors are supported towards the cost of supervision from an external supervisor.
- Counsellors will commit to managing their own caseload. The maximum number of clients per week is determined by the service and always within the guidelines of the training establishment. It is safely and carefully built up to.

- Counsellors will be assigned to work with clients whose level of complexity is commensurate with the counsellor's level of training and experience, in accordance with agreement made with the training establishment.
- Counsellors are expected to work within their own professional competence.
- Counsellors must respect and protect their clients' confidentiality. A client's referral is to the service rather than to an individual. Discussion of cases with the Service Co-ordinator or their supervisor does not constitute a breach in confidentiality.
- Counsellors will be responsible for contacting their clients to arrange appointments which are suitable for both parties.
- Counsellors will maintain sessional notes about their clients, and these **must be made and stored securely and confidentially at the Wellbeing Counselling Service** and returned to the Service Co-ordinators upon client discharge, along with CORE-10 forms and an ending summary.
- Service documentation (i.e. mileage and stats forms) to be completed by the counsellor and returned to the service on a **monthly** basis.
- All counsellors will attend a 1.5-day induction training, held on Saturdays in January, and will 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.
- Counsellors have agreed to make a minimum commitment of 6 months/ 50 hours from when they commence seeing clients. For a Counselling Psychologist in professional training, on a short placement, the minimum commitment is 50 hours. Subsequent reference requests cannot be fulfilled for counsellors not meeting the minimum commitment.

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

PERSONAL SPECIFICATION

Role Title: Volunteer Counsellor

Attributes	Essential	Evidence
Qualifications	<p>Relevant counselling qualifications to date Details of current training</p> <p>Enhanced DBS certificate</p> <p>Attendance at interview</p> <p>Completion of WCS induction training sessions</p> <p>Health disclaimer</p>	<p>Counselling certificates shown to Service Co-ordinators Application form</p> <p>DBS certificate to be received via Volunteer Services and recorded on database</p> <p>Attendance</p> <p>Full attendance</p> <p>Completed upon acceptance of placement</p> <p>Reasonable adjustments will be considered and implemented for volunteers who may need extra requirements within the environment to carry out the role</p>
Knowledge	<p>Demonstrate an understanding of the person-centred model of counselling</p> <p>Demonstrate an understanding of issues presented by a 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>	<p>Application and interview</p> <p>Application and interview</p> <p>Mandatory e-learning completed</p>
Training and experience	<p>To have completed appropriate counselling training</p> <p>Demonstrate knowledge of mandatory volunteer training</p>	<p>Certificates shown to Service Co-ordinators</p> <p>Induction attended/ e-learning complete</p>
Skills and abilities	<p>Display core conditions of empathy, unconditional positive regard and congruence</p>	<p>Assessed by counselling tutor and evidenced by a Fitness to Practice report from tutor</p>
Attributes	<p>Understands the boundaries of the volunteer counsellor role and recognises how and when to raise concerns with Service Co-ordinator</p>	<p>Application and interview</p>
Additional requirements	<p>Covid risk assessment to be completed</p> <p>Contribute to the working life of MWC</p>	<p>In line with COVID-19 Managers' Guide 3.6.2020</p> <p>Occasional adoption of other volunteer roles</p>