

Metro Counselling Service Volunteer Counsellor – Application & Information Pack

The Counselling Service:

This service offers our service users with the opportunity to access emotional support specifically geared towards the LGBT community, those questioning their sexuality, African people (Metro/Harbour Trust) & any person requiring emotional support with relationships and sexual health. Please see website: www.metrocentreonline.org for further details. The service is available at low cost (or in exceptional cases is free) to those who do not have the means to pay for private counselling.

The Metro Centre provides both long and short-term counselling. In the long-term service counsellors will see clients for up to one year and the short-term service will operate on a first come/first serve basis and will offer up to eight sessions. The short-term service will, where appropriate, refer to the long-term service. However, the long-term service will also accept direct referrals. The short-term service will operate on a self-referral basis only, whilst the long-term service will offer an assessment to those who self-refer as well as to clients who are referred from another Metro services or from an outside agency.

Voluntary counsellors will all receive regular supervision. Although Counsellors will vary in their counselling approach the client is held as central to all counselling work and service development.

Volunteer Counsellor – Person Specification Form

Every vacancy we advertise is based on a person specification which describes the skills, experience and qualifications we are looking for. Please look at this carefully so that you know what the position involves and the range of expertise required. Ask yourself why you are interested in this work.

Essential Criteria

Must have an understanding of issues affecting LGBT communities.

1 Education/ Qualifications

- 1.1 Must hold a counselling and/or psychotherapy qualification at diploma level or above, or be currently attending such a course and have substantial and relevant previous experience of providing emotional support.

2 Work/ Life experience

- 2.1 Must have previous experience of providing support services or an understanding of the differing needs of the LGBT & African communities.
- 2.2 Must have experience of operating clear and effective boundaries within all areas of work.
- 2.3 Must be currently receiving personal counselling or therapy, or if qualified must have previous experience of receiving personal counselling or therapy and be currently undertaking ongoing personal development work.

3 Abilities/ Skills

- 3.1 Must be able to maintain an ethical and professional level of conduct at all times.
- 3.2 An ability to provide short and long term counselling.
- 3.3 An ability to communicate effectively, both verbally and in writing, and be able to demonstrate good interpersonal skills.
- 3.4 An understanding of and ability to give peer support.
- 3.5 Be able to work in a culturally sensitive way.
- 3.6 Be able to work as a part of a team.

4 Policies

- 4.1 You must have an understanding and support the overall work of the organisation.
- 4.2 You must adhere to and take responsibility for implementing all necessary policies and procedures that apply to the counselling of clients and the organisation as a whole.

5 Commitment

- 5.1 You must be able to provide a minimum of 3 client hours per week.
- 5.2 You must be able to commit to the organisation for a minimum of 2 years.
- 5.3 You must be able to attend small group supervision session of 2 hours every 4 weeks.
- 5.4 You must be able to attend the induction training and on going training as appropriate.

Application Process:

Applicants that adequately demonstrate through their application form the necessary skills and qualification, as set out in the person specification requirements, will be invited for interview.

On completion of a successful interview, applicants will be accepted onto the next intake induction programme and references will be requested. From this point volunteer counsellors will commence a six-month probation period and will be required to attend their supervision group at least once prior to commencing their counselling work at The Metro Centre.

Volunteer counsellors will be expected to attend an appraisal review at the end of the probation period.

Training:

All volunteer counsellors will receive an initial induction session before commencing counselling work at The Metro Centre. The induction focuses on a general introduction and orientation to the organisation. In addition to the induction programme, further training workshops are provided at which attendance is optional.