



METRO Charity Counselling Service

Volunteer Counsellor Information Pack

Dear Applicant,

Thank you for your interest in the role of **Volunteer Counsellor**.

Please find enclosed an information pack, which contains:

- Counselling Service Description
- Main Tasks
- Volunteer counsellor person specification
- Application form (separately attached)
- Monitoring form (separately attached)

Please note that CVs will not be considered as part of your application, we will be short-listing from fully filled out application forms only.

The completed application form together with the Monitoring Form should be sent to either:

- By post or hand to Human Resources Manager, METRO, N206 Vox Studios , 1-45 Durham Street, London SE11 5JH
- OR by email to **volunteering@metrocharity.org.uk**. If applying by email, you should include your full name in the message title and your email and attachments must not exceed 300kB in size.

For further information regarding this post, please contact the Counselling Services Manager Natalie Wood on 020 8305 5009 or via email to natalie@metrocharity.org.uk

We look forward to hearing from you.

Best wishes

Helen Barnes
Human Resources manager

Counselling Service Description:

METRO's counselling service provides a space for clients to explore whatever is going on for them in a supportive and non-judgemental environment. We offer counselling to anyone who is experiencing issues related to gender, sexuality, diversity or identity. In practice, the vast majority of our clients fall into one of two categories: those who identify as LGBTQIA+, and/or people living with or affected by HIV.

The service is available at low cost (or free in exceptional circumstances), on a sliding scale of £5-£30+, depending on the client's circumstances. We offer counselling for either 8, 12 or 24 sessions, which is agreed with a client during their initial assessment.

Volunteer counsellors at METRO receive free regular monthly group supervision, which equates to one hour of individual supervision per month. Although counsellors will vary in their counselling approach and modality, the client is held as central to all counselling work.

Main Tasks:

- You must be able to provide a minimum of 3 client hours per week
- You must be able to commit to the organisation for a minimum of 2 years, for at least 42 weeks a year
- You must be able to attend a small group supervision of 2 hours every 4 weeks
- You must be able to attend an induction and undertake ongoing training, as appropriate

Person Specification

Qualifications and experience	Knowledge, skills and abilities	Essential or desirable	Application form, interview or both
Be on at least the second year or above of Diploma level Counselling or Psychotherapy training, or be currently attending such a course and have significant experience of providing emotional support		Essential	Application form
Be a registered member of the BACP (student membership is acceptable)		Essential	Application form
Have a strong understanding of the issues affecting lesbian, gay, bisexual and transgender people, as well as an awareness of issues for those questioning their sexuality/gender identity		Essential	Application form and interview
Have a strong understanding of the issues affecting those living with HIV		Essential	Application form and interview
Have experience of operating clear and effective boundaries in all areas of work		Essential	Application form and interview
	Knowledge of safeguarding and child protection	Essential	Application form and interview
	An ability to communicate clearly and offer support in a sensitive and non-judgmental manner which respects diversity	Essential	Application form and interview
	An ability to maintain an ethical and professional level of conduct at all times	Essential	Application form and interview
	An understanding of the importance of confidentiality as it relates to this work	Essential	Application form and interview
	A willingness and ability to provide short and longer term counselling	Essential	Application form and interview

	An ability to work as a part of a team and on own initiative, utilising support from line management and clinical supervision where necessary	Essential	Application form
	Good organisational skills. Confident with I.T. including the ability to use MS packages	Essential	Application form