**Volunteer Counselling Role Description**

**Role Title: Volunteer Counsellor**

**Responsible to: Clinical Lead**

**No. of Hours: Minimum of three hours weekly**

**Base: North/West/East Hertfordshire (to be discussed at interview)**

**Qualifications: All candidates are required to be in their final diploma year, moving into their final diploma year (or equivalent)**

**Background to the role:**

Hertfordshire Mind Network is a mental health organisation that promotes mental wellbeing and provides a diverse range of recovery orientated services to residents across Hertfordshire. We are the largest mental heath provider in the county and provide support to over 15,000 clients every year.

**Purpose of role**

To provide 1-1 counselling, based on the referrals Hertfordshire Mind Network receive, embedding a recovery orientated approach to all aspects of the role and responsibilities. The Recovery approach includes empathy, warmth, acceptance, authenticity, compassion and humanity.

**Keys Skills required for role**

* Excellent listening and communication skills
* Sensitivity and empathy
* Patience and a calm manner
* Ability to cope with emotional situations
* Ability to relate to a wide range of people
* The ability to positively challenge people
* To be non-judgemental
* To be self-aware and have the ability to examine your own thoughts and values
* An understanding of mental health issues
* To make Hertfordshire Mind Network aware of whether you speak any other languages, whether you are able to use Sign Language, or have any other skills the service can benefit from

**Accountability/Tasks**

* To establish a supportive and respectful relationship with clients
* To consider each person as an individual
* To work with and empower clients
* To provide a counselling service to enable clients to regain and maintain control over their lives
* To abide by the BACP Ethical Framework for Counselling and Psychotherapy
* To support individuals to identify their own achievable and realistic goals and agree objectives to aid recovery
* To introduce a range of recovery tools, techniques and interventions
* Work in a way that acknowledges the personal, social, cultural strengths and needs of the individual
* At all times to carry out every aspect of your duties to the highest standard with due regard to Hertfordshire Mind Networks policies and procedures including the Equalities statement.
* To have regular monthly supervision, in line with the minimum monthly requirements. To complete regular supervision reports within this time.
* To comply with Information governance in relation to all data.
* To always act in a way that supports safe practice and is in line with all mandatory and statutory regulations
* To ensure all identified risks/concerns with a service user are reported immediately to HMN’s clinical lead and discussed within your clinical supervision
* To report all DNA’s to the clinical lead and follow their guidance of actions needed
* To ensure you have appropriate methods of transferring and storing Service User’s records in line with Data Protection and Information Governance
* A commitment to ongoing professional development and training requirements

**June 20025**