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| **Role Profile** | | |
| Organisation | YCS Counselling | |
| Position | **Volunteer Counsellor/ Volunteer Counsellor in training** | |
| Reports to | Service Development Coordinator | |
| Responsible for | No line management | |
| Placement venues | Cardiff office,  Bridgend (typically on zoom at this time – normally at ARC Bridgend town centre)  RCT (zoom at this time – Aberdare once COVID restrictions ease)  For qualified or suitably experienced volunteers, online or phone counselling is considered and would most likely be completed remotely from individual homes. | |
| Time commitment | **We ask that you commit to at least one year with YCS.**  We ask that you can provide a minimum of 2 hours per week counselling for at least a year.  We expect associated paperwork will take an additional 2 hour per month.  Supervision will also be expected as per your course or NCS requirements for ethical practice.  We also expect you to attend induction training, volunteer meetings and some mandatory continuous professional development training. | |
| Salary level | No renumeration for counselling  In-house supervision provided | |
| Probationary period | 6 months | |
| DBS Check | This post is subject to Disclosure and Barring Service Adult Enhanced checks. | |
| **The organisation**  YCS is a charitable incorporated organisation (CIO) with the Charity Commission (Charity registration number 1182049) working to improve access to therapies and counselling for underrepresented groups in South Wales. The role of a volunteer counsellor is to provide high quality, community-based counselling as part of our low cost counselling service in line with our objectives:   1. *The prevention or relief of mental distress for the public benefit of people living in Wales in particular but not exclusively by the provision of evidence based, accessible psychological therapies, counselling and support services.* 2. *The promotion of social inclusion among people living in Wales who experience mental distress by preventing them from becoming socially excluded and assisting them to integrate into society in particular but not exclusively by involving socially excluded groups in evaluating and designing mental wellbeing services that enable increased access*   We are committed to providing accessible counselling to all sections of the community and you will be required to ensure you always use anti-oppressive practise, both in your counselling and with your fellow volunteers.  We are currently based in Central Cardiff with five part time staff and responsible to a Board of Trustees. We work with volunteer counsellors to provide our low-cost counselling service in Cardiff, Bridgend and RCT. The service for Bridgend and RCT is currently being provided remotely via online and telephone counselling.  **The purpose of the role**  The successful applicant will join YCS at an exciting time as we change and expand to provide a wider range of services, including an online and telephone counselling service. We currently work to a 12-session model.  We expect volunteer counsellors to be able to commit to seeing at least 2 clients on a weekly basis. We may ask you to offer more hours than this but sometimes there may be fewer depending on current referral levels.  **It is important to note that we cannot guarantee a specific number of counselling hours to our volunteers and you may wish to safeguard your ability to deliver enough qualifying hours by organising an additional placement.**    **Key Tasks:**   1. Provide ethical counselling face to face, online or via the telephone for our low-cost counselling service. Face to face counselling is currently in the Cardiff office, and zoom is used for our services to other areas. 2. After each session, compete counselling notes on our online Oasis software package 3. Evaluate client wellbeing using the Warwick Edinburgh wellbeing scale and upload results onto Oasis 4. Use the YCS administration system for counselling. This will require you to complete client contract, first session assessment record, Warwick Edinburgh at session 1, 6 and 12 and any other administrative requirements for your counselling sessions. 5. Counsellors are expected to attend support groups or other provisions YCS provides to support ethical practice. 6. Liaise with clients directly to discuss session times and take calls or messages from clients if they cancel as well as administering client payment at each session. 7. Liaise with YCS staff via Oasis 8. Attend induction session prior to starting counselling 9. Attend some CPD training provided by YCS. 10. Find own supervisor and work within the three-way supervision agreement with YCS, supervisor and volunteer.   **For qualified volunteer counsellors**  Key tasks may include:   1. Specific trauma work/more complex client work 2. Attend CPD training provided by YCS 3. There is a possibility of working with interpreters on occasion 4. Qualified or suitably experienced volunteers are also asked to consider carrying out online or phone counselling. | | |
| **Person Specification** | | |
| Individuals are sought who have a strong empathy with our objectives. Experience, skills, and expertise in working in the third sector are particularly sought, but we welcome all applications. We ask that you have or are keen to develop an interest in making psychological therapies accessible to those who do not traditionally access them.  All volunteer counsellors also need to be aware of, and understand, their individual and collective responsibilities, both to clients and to YCS.  **It takes a considerable number of staff hours to recruit new volunteers with adverts, interviews, DBS checks etc. As a result, please only apply for this post if you are able to commit to at least one year practice with YCS.** | | |
| **Essential** | | **Desirable** |
| **Qualified counsellor or counsellor in training.**   * We accept qualified counsellors or those enrolled on a counselling course (min level 4) which requires you to gain counselling hours through volunteering, and the course has signed you off as ready to begin practising as a trainee. * **For online counselling** – completed the online therapy module currently being provided as part of the courses at University/ colleges or completed another recognised training course for online working. | | * Experience in working with clients with trauma or more complex client work(qualified counsellors) * Experience of working with interpreters |
| **IT Literate**   * Counsellors are expected to keep notes and all relevant documentation on YCS software package Oasis. * Counsellors are required to have access to a computer and internet that allows them to login to Oasis * Counsellors are expected to delete any documentation that they upload or put on their computer and to ensure that all documents trail is deleted. * Counsellors are expected to adhere to YCS GDPR policy for privacy and security. | |  |
| **Skills and abilities**   * Working on own initiative and as part of a team * Commitment to self-development and improvement | |  |
| **Other**   * Flexible approach with willingness to adjust to meet the day to day demands of the organisation * Commitment to the organisation and a willingness to devote the necessary time and effort * Preparedness and ability to speak your mind and take part in consultations which help with development of YCS and its volunteering programme | |  |