

Volunteer Role Description – Counselling Service

Role Title	Counselling Volunteer.
Location of Position	Main office, 152 Bridge Road, Grays, Essex, RM17 6DB.
Responsible to	Counselling Manager.
Purpose/Summary of Role	To provide one-to-one counselling within a private and confidential setting, enabling our client to explore any difficulty they may be having, any distress they may be experiencing, or loss of a sense of direction and purpose in life, either face-to-face, or by telephone.
Description of Tasks	By listening attentively, the counsellor helps the client to see things more clearly – sometimes from a different perspective. Counselling is a way of enabling choice and/or change. It does not involve giving advice, nor leading a client to take a particular direction in their life. Counselling focuses on empowering the individual, by encouraging them to gain insight into their own life.
Time Commitment	We ask for a commitment of a minimum of 3+ hours per week.
Qualities and Skills	• We ask that volunteer counsellors are engaged in training and working towards a qualification, or have completed their training and are looking to gain experience within the sector • Good people skills • Good communication skills • Compassionate and understanding • Able to recognise the unique contribution of others • Able to work as part of a team, as well as on your own initiative • Confident to ask for help when needed • Able to offer both face-to-face counselling and telephone counselling
Training & Support	We offer an ‘Introduction to Mind’, including topics such as Communication, Confidentiality and Boundaries and Health and Safety. There will be opportunities to access Mental Health workshops and training too.

	We ask that you complete the following e-Learning modules as part of your introduction to the role; • Roles and Responsibilities of a Volunteer • Communications for Volunteers • Data Security Awareness for Volunteers • Conflict Resolution for Volunteers • Equality, Diversity and Human Rights for Volunteers • Safeguarding Adults for Volunteers • Safeguarding Children for Volunteers • Preventing Radicalisation (Basic Awareness) for Volunteers • Mental Health Awareness for Volunteers • Health, Safety and Infection Prevention and Control for Volunteers • Fire Safety for Volunteers • Child Sexual Exploitation for Volunteers Regular organisational updates and activities will be available, as well as regular support, advice and guidance from our Volunteer Manager.
Reimbursement of Expenses	Qualified counsellors can claim travel expenses and supervision expenses up to a maximum of £20 per month.
Benefits to Volunteer	Volunteering at Mind can be a really rewarding and valuable experience, working alongside a professional team. You will have the opportunity to further develop your skills, under the supervision of trained staff.
Volunteer Manager Contact Information	Counselling Manager 152 Bridge Road Grays RM17 6DB 01375391411 volunteers@tbmind.org.uk