



Role Description of Volunteer Counsellors

1. Volunteer counsellors will work with at least 2 clients per week. The maximum number will be agreed with the Line Manager responsible for the team in which the counsellor works.
2. Volunteer counsellors will abide by the BACP Ethical Framework for the Counselling Professions (2016) and are expected to familiarise themselves with this document. Volunteer counsellors are encouraged to become individual members of BACP, and should note that it is a requirement of any counsellor wishing to apply for BACP Accreditation.
3. Counsellors will be in regular supervision (minimum of 1.5 hours per month).
4. North Staffs Mind actively encourages and supports continuous professional development, and all counsellors (paid and volunteer) are expected to take up training opportunities offered to them by North Staffs Mind via the rolling programme of monthly workshops. Volunteer counsellors are encouraged to avail themselves of other external opportunities for personal and professional development, although North Staffs Mind cannot make financial contributions to external training.
5. Counsellors are expected to abide by agency policies and procedures, and will familiarise themselves with the relevant documents in the Staff Handbook.
6. Volunteer counsellors will complete the paperwork and administrative procedures required of them to the efficient running of the service in which they are working.
7. Volunteer counsellors will contact the agency as soon as possible if they are unable to attend, in order for clients to be contacted and appointments re-arranged.