



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 counselling@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 counselling service is currently divided into several strands:

- Free or very low cost counselling for adults living in funded boroughs
- Fee-paying counselling, for clients who do not live in a funded borough, and will pay £25-£50 per session, depending upon their income
- Free counselling for young people aged 8-25

All clients received 12 one-to-one sessions. You will be expected to work across all of the above mentioned client groups, with an acknowledgement that some counsellors may not be able to work with younger clients.

Volunteer counsellors at METRO receive free regular monthly group supervision, which equates to one hour of individual supervision per month. Supervision groups are held on specific days at specific times, so it may be worth contacting us prior to your application to check that this matches your availability. 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 or 4 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
- You must be available to volunteer from one of our locations in Woolwich Arsenal, Vauxhall or Croydon – please email us to check where and when we currently have vacancies if your availability is limited.

What we offer you:

- Two hours of group supervision per month with an LGBTQ+ specialist supervisor, to supplement your own external supervision
- A full induction programme and clear systems and procedures to support you in your delivery of counselling
- A minimum of two full CPD days a year, which have previously covered topics such as working with gender, working with relationship diversity, working with trauma, working with survivors of childhood sexual abuse, and HIV awareness
- Sharing training and other resources relevant to your work
- The chance to join an established and organised service with a team of around 20 volunteer and staff counsellors

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 |

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| | 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 |