



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, Mulberry Centre, 15 Amersham Vale, New Cross, London SE14 6LE
- 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 Zaz Wood or Counselling Lead Mark Davies 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 is an established equality and diversity charity, operating for over 30 years. We currently deliver several counselling projects across London, including counselling for those who identify as LGBTQ+, counselling support around HIV and sexual health, and some projects working with families.

METRO's counselling service provides a space for clients to explore whatever is going on for them in a supportive and non-judgemental environment. For 2023, we are seeking to recruit volunteer counsellors specifically to deliver sessions within our services for adult (18+) clients who are **living with HIV**, in addition to working with **LGBTQ+ adult clients**. Some of these clients are eligible for free counselling, whereas others will make a payment towards sessions on a sliding scale depending on their income and where they live. Clients receive 12 sessions of counselling, and therefore volunteer counsellors must be willing and able to work within a 12 session model.

Volunteer counsellors at METRO receive free regular monthly group supervision, which equates to one hour of individual supervision per month. There will be a requirement to top up supervision externally. Although counsellors will vary in their counselling approach and modality, the client is held as central to all counselling work.

We particularly welcome applications from Black, Asian and Minority Ethnic candidates, who are currently under-represented within our team.

Main Tasks:

- You must be able to provide a minimum of 3 client hours per week
- You must be able to commit to the organisation for a minimum of 18 months, 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 our New Cross location, as well as online.

What we offer you:

- Two hours of group supervision per month with our clinical 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
- The opportunity to work with a diverse client group

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		Desirable	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

	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 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