

Role Profile	
Organisation	YCS Counselling
Position	Volunteer Counsellor/ Volunteer Counsellor in training
Reports to	Counselling Manager
Responsible for	No line management
Placement venues	Cardiff office. For trainee and qualified counsellors who have been signed off as fit to practise, online/remote sessions can also be taken from the counsellors home, or using a room at YCS Therapy Centre (subject to room availability)
Time commitment	We ask that you commit to at least one year with YCS. We ask that you can provide a minimum of 3 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 NCPS requirements for ethical practice. We also expect you to attend induction training, volunteer meetings and some mandatory continuous professional development training.
Salary level	No remuneration for counselling In-house supervision provided
Probationary period	6 months
DBS Check	This post is subject to Disclosure and Barring Service Adult Enhanced checks.
<p>The organisation</p> <p>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:</p> <ol style="list-style-type: none"> <i>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.</i> <i>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</i> 	

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. We currently work to a 12-session model.

We expect volunteer counsellors to be able to commit to seeing at least 3 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, complete counselling notes on our online Medesk software package
3. Evaluate client wellbeing using the Core10 scale and upload results onto Medesk
4. Use the YCS administration system for counselling. This will require you to complete client contract, first session assessment record, Core10 at session 1, 6 and 12 and any other administrative requirements for your counselling sessions.
5. Counsellors are expected to attend supervision 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.
7. Liaise with YCS staff via your own YCS email account.
8. Attend induction session prior to starting counselling
9. Attend some CPD training provided by YCS.

<p>For qualified volunteer counsellors Key tasks may include:</p> <ol style="list-style-type: none"> 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 	
<p>Person Specification</p>	
<p>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.</p> <p>All volunteer counsellors also need to be aware of, and understand, their individual and collective responsibilities, both to clients and to YCS.</p> <p>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.</p>	
<p><u>Essential</u></p>	<p><u>Desirable</u></p>
<p>Qualified counsellor or counsellor in training.</p> <ul style="list-style-type: none"> • 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. 	<ul style="list-style-type: none"> • Experience in working with clients with trauma or more complex client work(qualified counsellors)
<p>IT Literate</p> <ul style="list-style-type: none"> • Counsellors are expected to keep notes and all relevant documentation on YCS software package Medesk • Counsellors are required to have access to a computer and internet that allows them to login to Medesk • 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. 	
<p>Skills and abilities</p>	

<ul style="list-style-type: none"> • Working on own initiative and as part of a team • Commitment to self-development and improvement 	
<p>Other</p> <ul style="list-style-type: none"> • 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 	