



The West of England Multiple Sclerosis Therapy Centre

Job title: Volunteer Counsellor

Responsible to: Centre Manager

Network with: Other members of staff, healthcare professionals and agencies to build an excellent knowledge of the services available in order to ensure the comfort, safety and well-being of Centre Members their family members and carers.

Outline of the job: To ensure that the service provided by the Centre meets the needs of the Centre Members, their families and carers. This will be achieved by providing a safe and confidential counselling service that enables the client to discuss any difficulties that they might be experiencing, empowering them to reach a resolution and encouraging them to problem solve.

ROLE DESCRIPTION

1. To maintain membership of the British Association for Counselling and Psychotherapy (BACP), and to abide by the BACP's Ethical Framework.
2. To attend regular supervision, as defined by the BACP, and to keep the Centre Manager informed of the name and address of the supervisor (as well as any change of supervisor and contact details).
3. To ensure a high level of self-care so that the counsellor's health and own state of mind remain fit for the duty of counselling and that any problems are reported to and discussed with the supervisor and the Centre Manager.
4. To aid the professional therapy team in assessing the appropriateness of counselling for Centre Members and review and end the counselling within an agreed service framework.
5. To provide counselling of a time-limited nature at the Centre and to attend the Centre at the agreed and arranged times for this purpose.
6. To form effective working alliances with each Centre Member who presents to counselling. To ensure that the agreements within these alliances are implemented and that the boundaries are positively maintained.
7. To keep up-to-date and accurate monitoring and evaluation information and statistical returns as required, thus contributing to the sustainability and progressive development of the service.
8. To ensure that all work is clearly within Safeguarding and Data Protection guidelines as set out by our policies and procedures and local authority requirements.
9. To ensure that booked counselling sessions are only re-scheduled or cancelled (by the counsellor) in exceptional circumstances.
10. To maintain training and continue professional development and participate in an annual appraisal and to keep up-to-date with developments in the counselling profession.

11. To positively promote the service in the Centre and in the wider community and contribute to the development of educational and publicity materials relating to the work and to develop the counselling service in line with the Centre's Business Plan.
12. When required and where agreed, to advise members, their family members and carers about the purpose of counselling and its uses and benefits.
13. To attend staff/volunteer meetings as required and network with staff, other professionals and agencies as appropriate.
14. To be aware of and comply with the policies, procedures and service standards of the Centre.
15. To learn as much as possible about multiple sclerosis and other neurological conditions, the effects and influences on the people who have these conditions and those associated with them.
16. To notify your line manager, as early in advance of the date(s) as possible, in any case of planned or enforced absence from duty.

PERSON SPECIFICATION

- A recognised professional qualification to Diploma level or equivalent (BACP accredited training course).
- Accredited or working towards accreditation with BACP.
- Competency in working within a recognised theoretical framework.
- Ability to make effective use of clinical supervision (evidenced by a counselling supervisor's statement).
- Understanding of equality and diversity issues and ability to work in an anti-discriminatory way with a diverse range of clients.
- Ability to adapt and work flexibly according to client needs.
- Effective written and oral communication skills.
- Ability to work effectively, independently and co-operatively as a member of a multi-disciplinary team, including working under pressure.
- Ability to maintain a high level of confidentiality.
- Commitment to own personal and professional development.
- Ability to use Information Technology (eg Microsoft Word, email, computerised appointments system).
- Evidence of regular and up-to-date Safeguarding training and ability to demonstrate a working knowledge of this.

All staff and volunteers are required to respect the confidentiality of all matters that they might learn in the course of their employment. All staff are expected to respect the requirements under the

Data Protection Act 1998. All staff must ensure that they are aware of their responsibilities under the Health and Safety at Work, etc Act 1974.

Dates and Hours: 1 full day or 2 half days per week.

Please send your CV to:

The West of England MS Therapy Centre

Contact: Doro Pasantes - Centre Manager

Tel: (01454) 201 686

doro@mstherapybristol.org.uk

www.mstherapybristol.org.uk

Appointments are subject to an enhanced certificate from the DBS.

We are an equal opportunities employer.