

Qualified Volunteer Counsellor

Role title:	Qualified Volunteer Counsellor
Reports to:	Head of Clinical Services
Location:	Remote
Commitment (hours/week):	3-4 hours/week Monday to Friday plus monthly supervision

The Winston's Wish bereavement services team offer advice, bereavement support and bereavement counselling to children and young people affected by the death of someone important to them as well as advice and support to the family members/carers/friends or professionals involved in their lives. We work with children and young people remotely through telephone and digital platforms.

We are looking for qualified volunteer counsellors to join our team. As a volunteer counsellor you will be afforded the opportunity to deliver support to children and young people (up to the age of 25), as well as liaising with parents and professionals, through our immediate support digital services (Helpline, ASK email, Live Chat) or via our direct digital one-to-one counselling service. You may also have opportunities to facilitate a variety of groups designed to support the needs of bereaved children and young people and those important to them.

We ask our volunteer counsellors for a minimum of 3-4 hours per week for at least 12 months. All volunteer counsellors must also attend mandatory monthly group supervision (for 1.5 hours) which will take place on the first Thursday of the month at 4.30pm.

Main Responsibilities

- To provide psychosocial assessments and therapeutic interventions to children and young people and/or their significant adults (as appropriate) who are experiencing acute and/or complex levels of psychological distress as a result of a bereavement
- To work with children and young people and/or their significant adults (as appropriate) using a range of counselling methods, approaches and techniques, functioning at level 3 of the NICE psychological framework
- To provide crisis interventions when appropriate
- To communicate effectively within the organisation and externally including liaising appropriately with social care, health care and mental health professionals such as schools, social services, CAMHS and GPs
- To model the values and culture of the organisation in interactions and relationships at work
- To have a high degree of self-awareness and use this to maintain own and others emotional well being

Required skills, experience and competencies

- Counselling/psychotherapy qualifications (Diploma or above)
- Registration with a professional body (e.g. HCPC, UKCP, BACP)
- Prior experience of working with bereavement and mental health issues
- Prior experience of working directly with children, young people and families
- A good understanding and knowledge of relevant psychological theories, therapeutic interventions, and models of grief work for children, young people and adults
- Excellent documentation and a commitment to the use of outcome measures in clinical practice
- Communicate effectively within the organisation and externally including liaising appropriately with social care, health care and mental health professionals such as schools, social services, CAMHS and GPs
- Accountability for ensuring that own practice meets minimum national standards and is compliant with professional Code of Conduct and Code of Ethics
- Ability to practice in accordance with relevant legislation involving Safeguarding Children, Young People and Adults and Children and the Mental Capacity Act
- Able to develop and maintain good working relationships with clients, staff and other volunteers
- Understanding of the importance of working within organisational policies and protocols
- Significant experience of working online
- Ability to be at ease talking about death and grief
- Excellent interpersonal skills
- Excellent IT skills that will enable competent use of Microsoft Outlook and our electronic record system
- Well organised, enthusiastic and self-motivated
- Trustworthy and reliable
- Understanding of the boundaries within the role

What can we offer you?

- An opportunity to develop new and existing skills and to enhance your understanding of the needs of bereaved children and young people
- An induction to Winston's Wish, plus an induction to the Bereavement Service Team including policies and procedures
- Regular opportunities to attend trainings and workshops
- Monthly group supervision (in-house) by a qualified and experienced member of staff, registered with appropriate governing body such as UKCP, BACP, BPS & HCPC held on the first Thursday of each month from 4.30pm to 6pm

How to apply

For more information or to apply please visit <https://www.winstonswish.org/get-involved/volunteering/> or contact volunteer@winstonswish.org.