

Role

We are looking for a Counsellors to help provide a valuable service to our vulnerable clients, to offer direction and support especially during such an emotionally challenging time.

You will need to have excellent verbal and written communication skills.

The successful candidate will also be friendly and professional, with outstanding people skills.

What are the benefits?

You will actively help clients develop their abilities to guide them through stressful situations and emotionally difficult times.

Your will need to listen to clients and offer an invaluable level of support that enables them to feel able and assist them in developing effective strategies to improve their lives.

What activities will I be involved in?

Telephone support for vulnerable clients, during COVID 19 lockdown. Then moving to face to face counselling once normal service resumes. With the possibility of remaining as a phone counsellor if the service requires.

What skills and abilities will I need to have?

- Superb verbal and written communication skills.
- Aptitude to empathize with clients and help them open up.
- Good time management skill & impeccable reliability
- Knowledge of abuse, domestic abuse, victims of abuse, trauma.

Responsibilities:

- Complete an initial session with clients, building a rapport and an initial trusting relationship. Signing and agreeing to a counsellor agreement which both you and your client will abide by.
- Create effective sessions with your client, which cater for all needs and continually assess the progress by use of PHQ-9 and GAD-7 assessment methods
- Work with your client and develop goals.
- Regularly discuss the progress with your line manager and identify issues or room for improvement.
- Educate appropriate coping mechanisms to help patients through tough situations.

- Instigate ethical referrals when needed.

Requirements:

- Minimum of 50 hours counselling and to be at least halfway into your Level 5 Counselling as a minimum.
- Have a current external supervisor

Desirable

- To have a second language
- Previous experience of phone counselling
- BACP Membership

Additional Information

Location The Haven, Wolverhampton

Hours Varied

Training Volunteers will be expected to complete the following training:

- Safeguarding Adults and Children
- Domestic Abuse Awareness

Responsible to Therapeutic Wellbeing Coordinator

Expenses The Haven offers reimbursement of travel expenses

Due to the nature of our work, Schedule 9 (1) of the Equality Act 2010 applies therefore applications from women only will be considered.

Under the Care Standards Act 2000, all roles are subject to an Enhanced Disclosure from the Disclosure and Barring Service (DBS).