

## VOLUNTEER ROLE

<b>Volunteer Title:</b>	<b>Qualified Counsellor</b>
<b>Department:</b>	<b>Support Team</b>
<b>First Line Contact</b>	<b>Support Team Manager</b>
<b>Location:</b>	<b>St Catherine's Hospice</b>

### ***General Description***

To provide a face/telephone counselling service to the bereaved and pre bereaved known to St Catherine's Hospice. It is expected the counsellors would be registered with BACP or equivalent, have their own insurance and receive regular supervision.

You will be required to undertake Safeguarding e-learning for this role.

### ***Key skills and abilities***

- Non judgemental
- Genuine
- Empathic
- Good communication and active listening skills
- Ability to record accurately
- Confidentiality
- Ability to contract with people
- An ability to work ethically
- Diploma in Counselling
- Degree in Counselling
- Psychotherapy qualified
- CBT qualified
- TA qualified

### ***Hours***

As required, to attend the Hospice to provide counselling sessions or the provision of telephone/video counselling.

### ***Other Duties***

To undertake any other duty within your ability and within reason, as may be required from time to time, at the direction of your line manager.

May be required to attend bereavement support groups.

### **PERSONAL GRIEF**

Any personal grief resolved sufficiently to perform role and cope in palliative care setting

### **CONFIDENTIALITY**

You should be aware of the confidential nature of the Hospice environment and/or your role. Any matters of a confidential nature, relating to patients, carers, relatives, staff or volunteers must not be divulged to any unauthorised person.

### **DATA PROTECTION**

You should make yourself aware of the requirements of the Data Protection Act and follow local codes of practice to ensure appropriate action is taken to safeguard confidential information.