# AGE UK CAMDEN COUNSELLING, PSYCHOTHERAPY & GROUP THERAPY SERVICES

# Volunteer Counsellors/Psychotherapists Agreement

# This document sets out the terms and conditions for volunteer counsellor/psychotherapists who make their services available to Age UK Camden Counselling, Psychotherapy & Group Therapy Services located in the London Borough of Camden.

**ROLE DESCRIPTION**

**Main Purpose of our Services**

To provide weekly counselling for people of 55 years and over who live or are registered with a GP surgery in the London Borough of Camden. We work in partnership with the NHS Camden iCope (that provides a confidential psychological therapy service for people over the age of 18 registered in Camden). We are registered with the BACP (British Association for Counselling and Psychotherapy).

**Your Duties and Responsibilities**

1. To work with the specified age group of clients. Some of them may be housebound and/or living with dementia or other cognitive impairments.
2. To carry a caseload of three clients at any one time, for once-weekly work, for contracts of varying lengths (6 - 20 sessions).
3. To keep and submit weekly sessional measures (PC-MIS form) and session notes; to undertake to maintain the confidentiality of any personal notes, and to keep office notes up to date.
4. To attend a clinical supervision group on a weekly or fortnightly basis.
5. To attend regular training workshops as required (up to three a year).
6. To behave in a manner appropriate to the position of counsellor/psychotherapist, for instance: keeping professional boundaries and maintaining the confidentiality of client information.
7. To be able to work flexibly by face to face, phone and/or video such as Zoom. You are asked to attend an online therapy training course, and submit a certificate of attendance, in order to be able to conduct the telephone and video sessions.
8. For telephone sessions, you should never disclose your personal phone number. Any outgoing calls to clients should not reveal caller ID. For instance, dial 141 prior to making the call, depending on the device you are using.
9. For online sessions, you should never disclose your personal email address. Alternatively, you should use (or create to use) a separate professional email address.
10. Currently, Zoom is the only video platform allowed for use by Age UK Camden. You are not allowed to use WhatsApp or any other platforms for online calling.
11. To pay due attention to Age UK Camden’s Equality and Diversity Policy.
12. To follow Age UK Camden’s guidelines and policies, such as Health & Safety and Lone Worker Policy.
13. To provide counselling/psychotherapy for Age UK Camden for at least two years.

**PERSON SPECIFICATION**

1. If you are a trainee counsellor/psychotherapist, you should be at least in the second year of counselling/psychotherapy training. You are also required to be in regular personal therapy.
2. If you are fully qualified or near qualification at Post-graduate Diploma or Masters level, or on a recognised/accredited Counselling/Psychotherapy training course with a knowledge of unconscious processes, you are recommended to be in personal therapy – but this is not mandatory.
3. Able or willing to work with clients living with dementia, memory problems, or any other cognitive impairments.
4. Able to work within traditional counselling boundaries (e.g., time boundaries), but also able to adapt traditional counselling boundaries to work with clients in their own home when they are housebound.
5. Able to understand the need for and observe confidentiality. The main purpose is to protect the client’s identity within the supervision group and outside of the counselling room.
6. Able to take responsibility for your own caseload, for instance, keeping appointments with clients, keeping notes up to date.
7. Able to use supervision, including a capacity to reflect upon and discuss with others the issues raised within counselling sessions.
8. Able to reflect upon the personal meaning for yourself of material from counselling sessions.
9. Interested in professional development, including attendance and participation at regular training workshops provided by Age UK Camden. They could be online workshops/webinars.
10. Able to understand and work with due regard to equality and diversity issues.
11. Able and willing to commit to volunteering for the counselling service for at least two years.