



Adult and /or CYP Volunteer Counsellor

Job description and person specification

Reporting to: Therapeutic and Targeted Support Manager or CYP Project Lead
Location: Sevenoaks Wellbeing Centre or online (may be opportunity for other locations in West Kent)

Overview

At West Kent Mind, the mental wellbeing of people and communities is at the heart of our mission. Our counselling services provide accessible, early intervention and therapeutic support for adults, children and young people experiencing emotional and mental health difficulties.

Volunteer counsellors play a vital role in helping us provide affordable counselling services across West Kent. We welcome applications from both qualified counsellors and counsellors in training who have completed at least **50 supervised client hours** as part of their training.

Depending on qualifications, experience and service needs, counsellors may work with adults or children & young people (aged 11-17), or both. Counsellors are expected to work within the ethical framework of their professional body (BACP, NCPS or UKCP) and maintain safe, effective and person-centred practice.

This role includes voluntary working with our Affordable Counselling service clients. From time to time, potential paid opportunities arise, for example on our Fast Track service which you will be eligible to apply for if you meet the relevant criteria.

Counselling Practice

- Provide safe, effective counselling to clients in line with West Kent Mind policies and professional ethical frameworks.
- Arrange and schedule client appointments and maintain accurate records using Beacon CRM.
- Complete timely and accurate clinical notes in accordance with West Kent Mind policies.
- Administer and record appropriate outcome measures as required by the service.
- Work collaboratively with the Therapeutic Services Manager to ensure safe, ethical and effective client care.
- Communicate promptly regarding safeguarding concerns, risk issues or client welfare concerns.
- Attend in-house supervision when still in training. Optional when qualified.
- Maintain professional boundaries and work within the limits of competence and training.

Safeguarding and Professional Standards

- Maintain an appropriate understanding of safeguarding, risk assessment and professional boundaries relevant to the client group being supported.
- Follow West Kent Mind safeguarding procedures and report concerns promptly.
- Adhere to confidentiality, GDPR, equality, diversity and inclusion requirements.
- Work within the ethical framework of the relevant professional body.
- Act in a professional manner that reflects the values and reputation of West Kent Mind.

Supervision and Service Requirements

- For trainee counsellors, access to West Kent Mind group supervision is mandatory and costs £30 per month via direct debit.
- Qualified counsellors may choose to use a private supervisor but must provide evidence that supervision arrangements meet the requirements of their professional body and are appropriate to their client group.
- Caseloads, supervision attendance and professional practice will be monitored to ensure safe and ethical delivery of counselling services.
- Counsellors are expected to engage with all mandatory training, policy updates and service meetings as required.

Workload Expectations

To support service sustainability and client continuity:

- Trainee counsellors must maintain a minimum of four Affordable Counselling clients throughout their placement. This reduces to two clients once qualified.
- Counsellors should make every effort to provide a consistent service and minimise unnecessary breaks in client support. We ask that no more than three consecutive weeks are taken as holiday.
- Extended periods of unavailability should be discussed and agreed in advance with the Service Manager.
- Counsellors are expected to manage their volunteer commitment responsibly to ensure clients receive a reliable service.

Experience and Attributes

Essential

For Qualified Counsellors:

- Diploma or higher qualification in Counselling from a BACP or NCPS accredited course, or registration with UKCP.
- Membership or accreditation status appropriate to qualification level.

For Counsellors in Training:

- Currently enrolled on a recognised counselling diploma, degree or equivalent qualification.
- A minimum of **50 completed supervised client hours**.

For All Applicants:

- Strong communication and interpersonal skills.
- Good organisational skills and ability to manage a caseload effectively.
- IT proficiency, including Microsoft Office and CRM systems.
- Ability to work independently and as part of a wider team.
- Understanding of ethical practice, confidentiality and safeguarding.
- Commitment to equality, diversity and inclusion.

Desirable

- Depending on which service you want to work on, either experience working with adults experiencing mental health difficulties or experience working with children and young people, or both.
- Knowledge of neurodiversity, trauma-informed practice or specialist therapeutic approaches.
- Experience working in community, education, health or voluntary sector settings.
- Additional qualifications relevant to counselling practice.

Other Essential Requirements

- Satisfactory completion of an appropriate DBS check, funded by West Kent Mind:
 - Enhanced DBS with Child Workforce required for those working with children and young people.
 - Adult Workforce DBS required for those working with adult services.
- Successful completion of West Kent Mind's online volunteer induction training (approximately 4 hours).
- Completion of two satisfactory references, one from a course tutor if you are a trainee.
- Eligibility to volunteer in the UK and willingness to provide any documentation required to verify this.
- Compliance with all West Kent Mind policies and procedures.
- Attendance at supervision, training and service meetings as required.
- Adherence to West Kent Mind safeguarding, data protection and professional standards.

- Maintenance of any professional registrations, memberships and insurance required for the role.

Benefits

- Access to low-cost group supervision (£30 per month).
- Opportunity to gain experience within a respected mental health charity.
- Supportive and experienced counselling team.
- Access to training, CPD and development opportunities.
- Opportunities for potential paid work, subject to eligibility.
- Experience working with a diverse range of client presentations.
- Access to West Kent Mind's Employee and Volunteer Assistance Programme, including 24/7 confidential support.
- The opportunity to make a meaningful difference to the mental health and wellbeing of people across West Kent.

Commitment to Diversity

West Kent Mind is committed to creating an inclusive workplace and welcomes applications from people of all backgrounds, identities and lived experiences. We particularly encourage applications from underrepresented groups within the counselling profession.

Note about Applications

As a small charity, we value every application and take the time to consider each one carefully. We therefore ask that applicants apply only if they are genuinely interested in the role and able to commit to supporting our clients and service.