



SPECTRA CIC ROLE DESCRIPTION – Volunteer Counsellor (LGBTQI+)

Post details

Job Title: Volunteer Counsellor (working with LGBTQI+ communities).

Main purpose of the job

To provide individual counselling to improve the health and wellbeing of LGBTQI+ people in London;

- Identifying and engaging with LGBTQI+ clients, aged 13 and above.
- Supporting individuals to express themselves, explore their identity, develop personal insight, work through feelings or inner conflict, address and resolve specific problems, improve relationships, develop coping skills, support behaviour change.
- Following up all individuals, offering on-going one to one support and information to meet identified need.
- Maintain client records in liaison with Clinical Lead.

Main responsibilities and tasks

Identify and engage with LGBTQI+ people seeking therapeutic support;

Provide psychological support with trans, non-binary and questioning service users

Co-ordinate and report on therapy sessions, ensuring consistent and high quality therapy services.

Identify ways of supporting trans clients to develop effective, evidence-based services.

Maintain efficient records and protection of client records.

Report on programme effectiveness

Refer and signpost individuals whose needs cannot be met by Spectra.

Knowledge and Skills

You must be on a current accredited counselling course with BACP, UKCP or BPS, or be a registered member of one of these professional bodies, if fully qualified.

Have completed at least one year of clinical training and have accrued least 60 client hours in a previous placement.

Understand the mental health support needs of diverse groups of LGBTQI+ people, with a detailed understanding of their broad support needs.

Know your own limits of skills, competences and responsibilities and work within them.

Identify, assess and manage risks, including close liaison with Spectra's Safeguarding Lead and the Clinical Lead.

Manage your time, organisational resources and prioritise workload in liaison with manager.

Participate and contribute to ongoing appraisal and learning.

Responsibility for resources

Ensure adequate supplies and written resources are available for trans clients seeking or accessing therapy and support.

Other

1. To offer a minimum of 4 hours per week as a volunteer counsellor for Spectra
2. To maintain personal and professional development in order to keep up to date with current theory and practice in the sexual identity, mental health, gender identity and psychotherapy fields.
3. To be available for work outside normal office hours.
4. To be available for clinical supervision and management supervision.

Spectra standards

Equal Opportunities

Spectra has a strong commitment to achieving equality of opportunity and expects all employees to implement and promote its policy in their own work.

Health and Safety

Spectra is committed to a healthy and safe working environment and expects all its employees to implement and promote its policy in all aspects of their work.

Confidentiality and Data Protection

Spectra is committed to maintaining protection of data and privacy of staff and clients. It expects all staff to handle individuals' personal information in a sensitive and professional manner. All staff are under an obligation not to gain accesses to information they are not authorised to have.

Systems

To use Spectra computers and other technology as directed to ensure their full and proper use and to undertake any necessary training.

Signature –job holder

Signed:.....

Dated:.....

The duties of this post will change over time and will be reviewed and amended as necessary.

VOLUNTEER COUNSELLOR SPECIFICATION

Job Title: Volunteer Counsellor (working with LGBTQI+ communities), Spectra CIC

No	Criteria/Competences	To be Tested at:		
		Form	Test	Interview

Skills/Abilities/Knowledge

1	Experience of providing one to one counselling to clients.	√		√
2	Understanding of the complex issues faced by LGBTQI+ people and their diverse communities.	√		√
3	Knowledge of behaviour change theories, therapy models and motivations in mental health promotion.	√		√
4	Excellent project management skills	√		√
5	Knowledge of data/records systems. Ability to process and analyse data and write reports, including case studies.	√		√
6	Ability to problem solve, work independently and manage time efficiently.	√		√

Experience

1	Lived experience of the complex issues facing LGBTQI+ people in London	√		√
2	Experience of working in a team	√		√

Other Factors (e.g. Genuine Occupational Qualifications)
 1 Ability to work in languages other than English common to the diverse communities in London (desirable)