



JUMP START

Riverside Centre, 113 Culvers Ave, Carshalton, SM5 2FJ
info@jumpstartsutton.org
www.jumpstartsutton.org
020 8251 0251

TALK TO US



Volunteer Counsellor

INFORMATION PACK

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* **Please note:** Application Form sent out separately

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TALK TO US

Date as postmark

Dear Applicant,

Jump Start is a youth counselling service that works with young people in between the ages of 11 and 21 in the Borough of Sutton. *Jump Start* is part of *Off the Record*, which has an established counselling service for young people between the ages of 14 and 25 living, studying or working within the Borough of Croydon.

We offer the opportunity to work with a minimum of three clients weekly in a professional and supportive environment. Clients come from a variety of backgrounds and presenting with a range of issues. We provide free, bi-weekly group supervision and offer regular training and assessment opportunities. Experienced team members may also have the opportunity to assess new clients.

We are looking for trainees who are well grounded in basic counselling skills and who are able to demonstrate a theoretical understanding of the counselling relationship and process. In order to be considered for a placement here, you will need to have completed a certificate course in counselling or psychotherapy (equivalent to year 1 MSc) and have done at least 100 hours training at Diploma level (or year 2 MSc) and have some prior experience of supervised counselling practice either with clients *or in role play as part of your training*. You will also need to have been in weekly personal therapy for at least one year (30 sessions minimum) with a commitment to continue for the duration of your training. For longer trainings, this will mean for at least the duration of 2 years of Diploma level training post Certificate.

Please read our role description and person specification. If you meet our criteria and you are still interested, please complete and return **both** the Application and the Equal Opportunities form either by email to info@jumpstartsutton.org (for the attention of Lisa Malangone) or by post to:

Lisa Malangone
Jump Start Co-ordinator
Riverside Centre
113 Culvers Avenue
Carshalton
SM5 2FJ

Please note that the Equal Opportunities Form is for statistical information only and has no bearing on your application, but its inclusion is essential for us to be able to contact you back.

If you have any further questions about this role please email me.

Regards,

Lisa Malangone
Jump Start Co-ordinator

ORGANISATIONAL STRUCTURE

“Off the Record” Youth Counselling Croydon was founded in 1994 to provide free, independent, confidential, professional counselling for 14 - 25 year olds in the Croydon area. Since then the agency has expanded to include further areas of work including BME Mental Health Work; a Young Carers Project offering support to young people under 26 who are caring for the needs of others; a specialist counselling service for young refugees, family support work and “Jump Start”, a counselling service in the borough of Sutton. Work to offer online counselling and group work related to mental health issues is under development.

The agency is funded through a variety of sources including Croydon CCG, London Borough of Croydon, Whitgift Foundation, Comic Relief, Trust for London, Pfizer UK Foundation, Carers Trust, BIG Lottery and Children in Need.

Limited Company

“Off the Record” is a charitable limited company and is a registered charity. The conduct of the company is governed by our Memorandum and Articles of Association.

The Management Committee

“Off the Record” is an independent voluntary sector agency and is managed by a multi-disciplinary voluntary Trustee Board. The Trustee Board meets quarterly and has full legal responsibility for the operation of the agency. The Trustee Board also has officers who have delegated responsibility for particular areas of work e.g. finance. Trustee Board members are elected at the Annual General Meeting. Due to “Off the Record’s” status as a limited company, all Trustee Board members are also Directors of the Company. The Trustee Board works in an open and collaborative style and encourages full participation from paid and volunteer staff and service users.

Paid Staff

“Off the Record” currently employs 31 paid staff (many part-time) – an Agency Director & Assistant Director; three Administrative and Finance staff; five Croydon Counselling Service staff; two Sutton Counselling Service Counsellors, four on-line counsellors; three Refugee Counsellors; two BME Community Development Workers; eight Young Carers Workers; a Family Navigator and a Communications Worker. The Agency Director & Assistant Director are responsible for overall line management of staff and for the day to day running of the agency and are accountable to the Management Committee.

Volunteers

“Off the Record” has and seeks volunteers in the counselling services, the refugee group work, with young carers and in administration. Volunteer counsellors carry out part of the counselling work with young people and are professionally supervised in their work. Group work volunteers support the running of a weekly group for young refugees, and volunteers support young carers in their Learning Support Club. Administration volunteers assist in the daily receptionist and administrative tasks for all the services and projects. Volunteers are drawn from a variety of backgrounds and all are selected and trained by the agency. Volunteers are directly accountable to the paid staff.

Professional Standards

“Off the Record” is a member of the British Association for Counselling & Psychotherapy and of Youth Access. The counselling service is operated in accordance with BACP’s Ethical Framework and is subject to BACP’s Complaints Procedure. “Off the Record” is working towards Youth Access Quality Standards, and PQASSO.

Involvement of Young People

“Off the Record” seeks to actively involve young people in the development of its services and service users are encouraged to provide feedback and suggestions about the service. The agency has a group of young people, service users and ex-service users drawn from all its projects, who meet regularly with paid staff to offer feedback and suggestions.

ORGANISATIONAL AIMS

“Off The Record” aims to:

- Provide a broad range of accessible, responsive, imaginative, flexible and inclusive support services for vulnerable children, young people and young adults from all communities.
- Identify and represent the needs of children, young people and young adults and to challenge and encourage service providers and policy makers to fully take account of those needs.

Our vision is that we want young people to be inspired to make choices and decisions so that they can feel alive in their own lives. To achieve this:

- We will always do our best to welcome young people and we will be clear, truthful and friendly.
- We will always work hard to earn their trust, rather than to expect it.
- Whatever their race, culture, gender, sexuality, disability or religion, we will respect and accept them.

Off The Record’s values are to:

- Listen to young people.
- Understand and respect their wishes and beliefs.
- Be humble and acknowledge any mistakes we make.
- Be helpful and supportive.
- Challenge young people to be the best they can be.

WHAT WE DO

We provide a wide range of free, friendly and accessible support services for children, young people and families in the boroughs of Croydon and Sutton.

Counselling in Croydon

The Croydon counselling service is a free, confidential service for young people aged 14-25 living, working or studying in Croydon. It is currently self-referral only.

The counselling services are composed of paid staff and volunteers, who usually join the agency while still in training, trained in a range of theoretical models including integrative trainings. Whatever a counsellor’s theoretical background, we emphasise the importance of the client counsellor relationship, and seek to engage with clients in a warm and immediate way, while being mindful of the importance of appropriate boundaries. We share a vision of the client as the ultimate authority on him or herself, and see ourselves as trained listeners who aim to support the client to develop their own potential to deal with life’s challenges, and find their own unique answers.

Sutton Counselling Service, Jump Start

Jump Start is a counselling service for young people, 11-21, within the Borough of Sutton. It is primarily professional-referral only but also accepts self-referrals. The service is open four days a week – afternoons and evenings. Jump Start operates under “Off the Record’s” umbrella, and currently has six paid staff – a co-ordinator, four paid counsellors and an administrator. It is looking to recruit a small number of volunteer counsellors.

Online Counselling and Mental Health Group Work

These two new projects are currently under development.

Our Counselling Philosophy

Off the Record believes that the relationship between the counsellor and the young person is at the centre of all our work and can help enable change to happen. Counsellors will seek to engage with clients in a warm and immediate way, while being mindful of the importance of appropriate boundaries. We share a vision of the client as the authority on him or herself, and see ourselves as trained active listeners who aim to engage with and support the client to develop their understanding and potential to deal with life's challenges, and to find their own unique approach to those challenges.

Off the Record's counselling team have a variety of trainings and skills in meeting young people's needs. A therapist will decide which approach seems best suited for a particular person at a particular time but always rooted in the belief that the relationship is central and taking account of young people's needs and wishes.

Young Carers Project

The Young Carers Project is a free, friendly and professional service, offering support to young people aged 7-25 who are caring for a parent or sibling with a physical disability, mental health issue, long-term illness or learning difficulty.

At the Young Carers Project we offer a wide range of activities to support young carers, including:

- **TRIPS AND ACTIVITIES** – organising all sorts of activities for all ages during the holidays, to help young carers take a break, have fun and meet other young carers.
- **EMOTIONAL SUPPORT & COUNSELLING** – offering one to one emotional support, confidential counselling sessions and support from our mental health worker.
- **EDUCATIONAL SUPPORT** – support around any issue to do with school, college or training. We also run a weekly Learning Support Club.
- **FAMILY SUPPORT** – giving support to parents where appropriate.
- **MONTHLY BOYS & GIRLS GROUPS** – a chance for young carers to get together. There's a variety of activities, and sometimes just a chance to meet and relax together.

Compass

Compass is a specialist service within Off the Record, providing mental health support to young people in Croydon who are refugees, asylum seekers or forced migrants.

Compass provides individual counselling and group work to young people who are refugees, asylum seekers or forced migrants. We offer a service within local schools and colleges, as well as at Off the Record. We can also offer counselling through an interpreter, if requested.

- **COUNSELLING:** We support a wide range of issues, including trauma, loss, self-harm, suicide, anxiety, isolation and sleep problems.
- **GROUP WORK:** Group work is offered in schools and colleges to explore issues such as anger, relationships and change. Our weekly Boys Group provides more flexible support, offering an opportunity to develop new friendships, get involved in activities and access wider services.
- **TRAINING FOR PROFESSIONALS:** Training is available to organisations working closely with young refugees and asylum seekers, providing information on mental health difficulties, the impact of loss and trauma and effective support strategies.

We believe that all young people have the right to access culturally sensitive support that respects individual experiences and beliefs.

At Compass we understand that past memories, experiences or trauma can be difficult to cope with and worries about the future or problems within the UK can be hard to manage alone. We aim to provide a service which respects individual cultures, beliefs and experiences, whilst offering a safe space to talk.

Community Development Work

By providing support to Black and Minority Ethnic (BME) community organisations we aim to help the development of mental health services for BME young people and young adults aged 0-35.

We support mental health services and community organisations to engage Black and Minority Ethnic (BME) communities in their work by:

- Empowering BME communities to play a key role in the development of services.
- Identifying barriers to accessing mental health services.
- Raising awareness of mental health issues and challenging mental health stigma within BME communities.
- Acting as a supportive link between BME communities and mental health services.
- Helping organisations to build capacity.
- Bridging the gap between community organisations and statutory services, providing information and advice on how to engage with BME groups.

As Community Development Workers, we are committed to raising awareness of mental health and reducing any stigma that is attached. We believe that services should be accessible to all people, particularly BME communities, and that discrimination in mental health services should be a thing of the past. Also, we believe that BME community organisations have a significant role to play in the strategic development of more culturally appropriate and responsive mental health services.

Family Navigator

The Family Navigator Service is part of Croydon Family Power, a local project helping families to take charge and get the support they need. Family Navigators provide free family support, helping families to make independent choices and access local services. The service can help with things such as parenting classes, finding debt and housing advice, building better relationships within the family, exploring training and education options, or finding positive activities for the children.

Family Navigators provide free one-to-one support, usually short-term, both in the family home or outside the home, according to needs.

Role Description

Title:	Volunteer Counsellor
Responsible to:	Jump Start Counselling Co-ordinator
Hours:	Three hours a week (Mon-Thurs, 6.30pm-9.30pm) plus supervision
Location:	Riverside Centre
Role Purpose:	To provide clinical counselling on a weekly basis

Background Information:

The counselling team provide a safe, confidential talking therapy space for young people and hence a sensitive and professional manner is of key importance. The Jump Start counselling team currently includes a Co-ordinator, two paid counsellors and two volunteer counsellors.

All roles within Jump Start are subject to Disclosure and Barring Service checks.

Tasks include:

1. Commit to working for the agency for one year after acceptance onto the team, subject to a six-month review
2. Provide weekly counselling to a minimum of 3 clients per week
3. Attend supervision in accordance with agency guidelines, at least 75% of scheduled supervision
4. Offer at least 3 hours weekly to the agency, including clinical work with clients
5. Offer support to counsellors one works alongside
6. Attend at least 75% of all Off the Record quarterly team meetings (currently 6 hours on Saturdays)
7. Attend training events including a bi-annual residential if offered
8. Maintain counselling records and agency client administration in line with current agency policy
9. Ensure that premises are left appropriately tidy and secure

Person Specification

Knowledge, Skills, Experience

1. Ability to demonstrate competent, core counselling skills
2. Clear theoretical framework and ability to apply this to clinical work
3. Ability to quickly engage with, and relate appropriately to, young people and the issues they raise through a warm and engaging presence
4. An ability to maintain clear and appropriate clinical boundaries including the ability to separate counsellor's own issues from those of clients
5. An awareness of self, including motivations, beliefs strengths and challenges combined with a commitment to identifying and working on personal issues
6. A willingness to engage fully with supervision and training and to reflect on clinical practice and respond to and work on feedback
7. An ability and willingness to engage fully with issues of diversity and difference including gender, sexuality, ethnicity, nationality, culture, disability, religion, life choices
8. Ability to maintain time commitment for counselling, supervision and training including punctuality and management of breaks
9. Ability to work within the BACP Ethical Framework for Good Practice in Counselling and Psychotherapy
10. Ability to work as part of a team
11. A commitment to adhering to all agency policies and procedures