



## St Barnabas Counselling Centre Volunteer Counsellors Agreement

This document sets out the basis on which volunteer counsellors will make their services available to the St. Barnabas Counselling Centre (“The Centre”) whose registered address is at Derby Street, Norwich, NR2 4PU.

The Centre offers counselling to adults, and counsellors have agreed to donate their time free of charge to enable the Centre to provide a high quality counselling service within the local community.

### 1. The Centre

**a) The Centre will provide counsellors with supervision and administrative support to enable them to respond to the needs of clients including:**

- Personal accident and professional indemnity insurance cover.
- Accommodation which conforms to Health & Safety regulations and offers privacy and security.
- Written policies on issues concerning their activities within the Centre.
- Re-imbursment of authorised expenses necessarily incurred in the course of work undertaken for the Centre, supported by receipts where appropriate.
- Management or other staff on the premises at specified times.
- A duty of care to the clients of a counsellor, should the counsellor cease acting as a volunteer for the Centre.

**b) The Centre has clinical responsibility for the services delivered to its clients by its counsellors.**

### 2. Counsellors

**a) The Centre has the following expectations of its volunteer counsellors:**

- To be available to see up to 4 clients each week for sessions lasting between 50 and 60 minutes, for 42 weeks in a year.
- Work with clients to be agreed in advance with the Director of Counselling or Supervisor. Clients will be allocated to counsellors at the sole discretion of the Director of Counselling.
- Counsellors will support the centre for at least 12 months, but are free to withdraw their services at any time on giving as much notice as possible.



**b) Counsellors will be required to adhere to the procedures and policies of the Centre (including those relating to the treatment of clients in the event of the counsellor deciding to withdraw their services).**

In this event it is important that consultation takes place with the Director of Counselling and their group supervisor before discussing the options that can be offered to their clients.

**The options will be:-**

- For the counselling to be drawn to a natural closure.
- To opt to transfer to another counsellor at the Centre, in which case the Director of Counselling will make appropriate alternative arrangements.

**c) Counsellors will be expected to observe the ethical practice of the Centre by:**

- Attending community meetings and group supervision other than in exceptional circumstances, in which case the Centre should be informed in advance
- Having individual supervision at least once a month with a supervisor chosen in accordance with the centre criteria for external supervisors
- Negotiating a confidentiality contract with the supervisor that takes account of the requirements of the Centre to maintain clinical responsibility for client work.
- Taking part in counsellor training or community building days or part days as part of a wider commitment to continuing professional and personal development.
- Complying with the Ethical Framework for Good Practice of the British Association for Counselling and Psychotherapy (as is required by the centre's membership of that association), and in every respect acting so as to maintain the standards and reputation of the Centre
- Protecting the private and confidential nature of the work of the Centre
- Taking responsibility for appropriate action in the event that their personal resources may become depleted for emotional or other reasons, which may require them to cease to offer counselling for a period of time
- Submitting annually to the Director of Counselling a self-assessment document for both appraisal and audit purposes
- Working in a way that reflects the caring ethos of the Centre



### 3. Administration

- a) Counsellors will be expected to work within the times that management/reception are present, but may choose to work at other times provided that they have arranged joint cover with a colleague.
- b) Counsellors will be required to provide monthly statistics of work undertaken, and to carry out the requisite administrative and evaluation tasks at the beginning and end of each counselling contract.
- c) It will normally be the responsibility of receptionists to take client contributions before each session, but where this is not possible counsellors will be expected to collect them.
- d) Any matters of dispute with the Director of counselling, Centre Management a Supervisor or a colleague, which have not been resolved informally, should be raised promptly using the provisions of the Complaint procedure.

### 4. Relationship between the Centre and each Counsellor

The obligations and duties of the centre, and each counsellor respectively are assumed by the parties voluntarily and in good faith, and the full hope and expectation that the parties will at all times fully comply with them, with the joint aim that the Centre shall be able to carry out its work and deliver its service to clients in a competent and effective fashion.

The relationship of the parties is not intended to be, and shall not be taken to be, that of employer and employee, and this Volunteer agreement is not to be interpreted as a contract of employment.

**Please sign to affirm that you have read and understand this Volunteer Counsellor Agreement.**

<i>Print Name</i>	
<i>Signature</i>	
<i>Date</i>	

