

Role Title: Family Line Counsellor

Time Commitment: 2hrs per week with an additional 1 hour per month for supervision

Location: Homebased

Reporting to: Volunteer Coordinator

Purpose of Role:

Family Line provides telephone, text and email support to parents and carers as they go through the trials and tribulations of family life. Parents and carers contact FamilyLine for many reasons, which may include but not limited to parenting, hardship, isolation, relationship breakdown, domestic abuse, immigration, education, disability and additional needs.

Family Line Counsellors will provide short term counselling of 6-8 sessions.

We are recruiting volunteers who are qualified to level 3 or above.

Being registered with a recognised body is desirable.

Clinical supervision from an external supervisor is essential.

Volunteers help parents to:

- See things more clearly
- Focus on feelings, experiences or behaviour,
- To explore many aspects of their life and feelings
- Express difficult feelings such as anger, resentment, guilt and fear in a confidential environment
- Make effective decisions leading to positive changes in their attitude and/or behavior
- Recognise their own emotional and physical health needs
- Feel more confident in managing their children's behavior
- Manage relationships with members of the immediate and wider family
- Manage challenges that cause family breakdown or lead to crisis

Responsibilities

- To be in receipt of clinical supervision which should continue throughout volunteering
- To arrange weekly telephone appointments with parents at mutually agreeable time
- Be available for a minimum of 2 hours per week to carry out counselling appointments and record information on the system

- To understand and abide by all relevant Family Action policies and procedures
- To engage in group supervision with a volunteer coordinator who will provide ongoing service and volunteering support
- To build trusting relationships, fostering open and honest communication
- To maintain confidentiality and professional boundaries at all times
- To positively promote Family Actions values and if called upon act as an ambassador of the charity

Training and Support:

Volunteering for Family Action is not only personally rewarding, it is also a great opportunity to develop new and existing skills. In addition to the training programme, volunteers are supported throughout their journey by Volunteer Coordinators.

Volunteers are provided with the necessary training required to carry out the role, which includes (but is not limited to) using the digital system, safeguarding and workshops to further develop skills and knowledge. Volunteers also have access to Family Action staff training to further support them in their role.

Volunteers are required to join our digital group supervision sessions and will have the opportunity to attend volunteer celebration events and meet other volunteers to share skills, experiences and ideas.

Benefits:

- Becoming a part of Family Action, the largest National Family Charity established in 1869
- Proportion of the cost of registration to a recognised body contributed on a pro-rata basis with volunteering time completed
- Proportion of clinical supervision costs contributed on a pro rata basis with volunteering time completed
- The opportunity to be part of a new service supporting families during challenging circumstances, providing a rewarding volunteering experience
- Regular training and development opportunities
- Being part of a virtual team
- Support and guidance from skilled volunteer coordinators including regular supervision
- The opportunity to be involved in group work, gaining further skills and knowledge
- The opportunity to build a portfolio of your training, skills, experience and qualities
- Opportunity to improve future employment prospects

Skills and attributes required:

- Minimum of Level 3 Qualification in Counselling

- Basic computer skills and access to a computer, telephone and the internet
- Non-judgmental and accepting of difference
- Friendly and reliable
- Be able to demonstrate empathy
- Ability to manage own and others emotions
- Emotionally mature
- Able to demonstrate commitment
- Be reliable and consistent
- Demonstrate resilience and the ability to remain calm in times of stress
- Demonstrate good listening and communication skills
- Ability to understand the experiences of parents
- A desire to help individuals gain coping skills to better manage stressful situations relating to being a parent
- To be open to challenge and to be able to challenge while maintaining trust and relationships