# Role Title: FamilyLine Counsellor

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

**Location: Homebased**

**Reporting to: Volunteer Coordinator**

**Purpose of Role**:

FamilyLine provides telephone, text and email support to adult family members as they go through the trials and tribulations of family life. Service users 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.

FamilyLine Counsellors provide telephone short term support of 6-8 sessions.

* **We are recruiting volunteers who are qualified at level 4 or above in counselling.**
* **To be registered with a recognised body is desirable.**
* **To be in receipt of clinical supervision from an external supervisor is essential. £5 a month of your clinical supervision costs can be reimbursed with an active FamilyLine counselling case**

**FamilyLine Counsellors help service users to:**

* Talk openly about the challenges they face.
* Approach challenges in a calm and non-judgmental manner
* Recognise their own emotional and physical health needs
* Feel more confident in constructively addressing the behavior of others
* Manage relationships with members of their family
* Manage challenges that cause family breakdown or lead to crisis

**Responsibilities**

* To be in receipt of clinical supervision from an external supervisor, which should continue throughout volunteering. Confirmation of this will be requested every 6 months.
* To arrange telephone appointments with service users at mutually agreeable time on a weekly basis
* To provide support using a positive, non-judgmental and empowering approach
* To understand and abide by all relevant Family Action policies and procedures
* Record keeping
* To engage with Volunteer Coordinators who will provide ongoing support and assessment of training needs.
* Participation in monthly group and one – one supervision
* To build trusting relationships with service users, 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 skills. In addition to the training programme, volunteers are supported throughout their journey by a team of Volunteer Coordinators.

FamilyLine Volunteers are provided with the all the training required to carry out the role, which includes (but is not limited to) using the online system, effective communication and safeguarding legislation and procedure. Volunteers have access to the Family Action staff training relevant to their role.

Volunteers are required to join our telephone group supervision sessions and will have the opportunity to attend volunteer celebrations events.

**Benefits**:

* Becoming a part of Family Action, the largest National Family Charity established in 1869
* 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 and debriefs
* 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 4 qualification in counselling
* Basic computer skills and access to a computer, telephone and the internet
* Ability to quickly develop and sustain trusting relationships
* 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, reliability and consistency
* Demonstrate resilience and the ability to remain calm in times of stress
* Demonstrate good listening and communication skills
* Ability to understand the experiences of others
* A desire to help individuals to gain coping skills to better manage stressful situations relating to family life
* To be open to challenge and to be able to challenge while maintaining trust and relationships