



LLES AR GYFER GWEITHIO
WELLBEING FOR WORK

VOLUNTEER APPLICATION PACK

www.rcs-wales.co.uk

We make wellbeing our business

We're delighted that you're considering joining the RCS team at this exciting stage in our development.

RCS is an award winning not-for-profit company based in Rhyl, North Wales. Wellbeing is at the heart of our mission; to contribute to individual, economic and social wellbeing through helping more people to enter, progress and thrive in employment. We deliver a range of personalised support, training and therapies to help people and businesses improve workplace wellbeing.

We are deeply proud of our team of passionate and dedicated employees, who deliver quality services that transform thousands of lives each year:

Helping people into work

Our support helps people with mental health needs to thrive and be their best selves through finding and sustaining a suitable job role.

Keeping people well at work

Our services provide employed and self-employed people with personalised support and therapy, with the aim of preventing absence and improving wellbeing at work.

Building Well Workplaces

We help employers put wellbeing at the core of their operations – reaping the benefits of an engaged and productive workforce

From our beginnings in Rhyl North Wales in 2007, we now deliver wellbeing services across Wales.

Our approach is underpinned by a set of key values: our work, we adhere to a set of key values



Responding

Responding creatively and flexibly to identified needs



Connecting

Helping people create the connections they need to progress and thrive in work



Supporting

Providing strengths-based, empowering support to create positive futures for people and places

Application process



Applications must be submitted on an RCS application form, in either Welsh or English; CVs will not be accepted. Applications received after the closing date will not be considered.

Following the closing date, we will invite shortlisted applicants to attend an interview. We will also let you know if you have been unsuccessful.

The role description states whether a DBS check will be required for the role. Checks are conducted during the induction process following a successful appointment.

In promoting equal opportunities RCS welcomes applicants from all sections of the community. We select candidates for interview based on their skills, qualifications and experience, and we are committed to the fair treatment of our staff, potential staff and service users, regardless of race, gender, religion, sexual orientation, responsibilities for dependants, age, physical/mental disability and/or offending background.

What our staff say

I've never worked for an organisation that truly puts wellbeing above everything else, which, in turn, allows for our staff to deliver the best service possible for our clients.

I'm so glad I applied and got the job. I love working in an environment where I can make a difference to people's lives. I'm so passionate about the work RCS do, I'll talk about them til the cows come home.

RCS invests time and resources to ensure staff have every opportunity to engage in wellbeing activities, and to have confidential and easily access to peer/line manager or independent support if needed.

I feel trusted to work at a flexible schedule, take the appropriate number of breaks, check in with my colleagues and team leader on a regular basis to ensure that we're all individually and collectively working together to give the best experience for those we care for.



We look forward to hearing from you!

Volunteer Role Description

Role:.....Volunteer Counsellor

Salary:...Volunteer role - Mileage expenses paid

Hours of work:...Various

Contract:Ongoing

Location and working arrangements: Face to face with some remote delivery within North Wales

Background

RCS delivers a range of services to help people enter, sustain and progress in employment, with the overall aim of reducing unemployment and improving individual wellbeing and employability

Role Purpose

You will provide work-focussed therapies for clients, aimed at giving clients the tools and techniques they need to manage their mental health condition, thereby improving their wellbeing and preventing absence from work. You will undertake individual assessments and provide counselling / therapies for up to 6 sessions per client. You will work closely with RCS Counselling Services Coordinator to ensure that your support is integrated effectively within a client's overall support plan.

Key Responsibilities

- Provide efficient, effective and professional assessment and therapy to a case-load of clients; and to work autonomously within professional guidelines, including monitoring and evaluating all clinical work in line with the BACP Ethical Framework.
- To undertake initial counselling assessments in order to establish a counselling contract with the client based on their mild to moderate mental health needs suited to short term counselling.
- To deliver evidence based client centred psychological therapies to meet individual need, drawing on a range of recognised theoretical approaches.
- To regularly monitor the efficacy of the therapy provision and adapt interventions where required to meet client need.
- To undertake and manage own caseload.
- To assess and monitor risk and draw up appropriate risk management plans where required.
- To be accountable for own clinical decisions and professional actions in consultation with clinical supervisor and RCS Counselling Services Coordinator.
- Liaise closely with other team members to provide holistic, wrap-around support to clients experiencing mental health conditions, where appropriate.
- In agreement with the client, liaise appropriately with the RCS or employers, GPs, health professionals, and other agencies as appropriate.
- Following completion of therapy sessions, if further support is required, to consult with the client re next steps and refer / signpost on as appropriate.
- Apply knowledge of RCS services, programmes and systems to make internal referrals as appropriate.
- Record accurate information and keep client files updated and on the CRM, ensuring that systems / records remain effective tools for service monitoring and reporting.
- Work within the boundaries of GDPR and other relevant legislation or guidelines when dealing with client and employer information;

Personal profile

Essential

- A substantial and recognised qualification in counselling or psychotherapy (minimum of Level 4 / Diploma in Counselling or higher)
- Have completed at least 100 client practice hours.
- Must be a registered member of BACP
- Evidence of Continuous Professional Development
- Experience of carrying out counselling assessments
- Substantial experience of providing short-term counselling
- Experience of effectively managing a caseload of clients
- Experience of delivering face to face in person and telephone-based counselling
- Ability to organise own tasks and activities in a systematic way, juggling work priorities to meet deadlines
- Ability to maintain confidentiality about sensitive issues
- Ability to use own initiative when required and to escalate where appropriate
- Ability to reflect on own practice.
- Sound administrative skills, with ability to maintain effective and organised client records
- Demonstrate strong interpersonal communication, networking and writing skills
- Sound IT skills with ability to use basic IT packages including Word, Excel and Outlook. Able to adapt to using other technologies as required, including customer information management databases, Skype, MS Teams and Zoom
- Empathetic, non-judgemental and trustworthy
- Passion and drive to make a positive difference to people's lives
- Positive mind-set and motivational to others
- Creative, flexible and innovative in approach
- Resilient and tenacious in the face of setbacks and challenges
- Conscientious and reliable
- Commitment to learning and willingness to engage in opportunities for continuous professional development
- A clear understanding and commitment to equality issues and challenging discriminatory practices.
- Willingness to work flexibly in line with service requirements, this may involve some evening work.

Desirable

- BACP Accreditation
- 450 client delivery hours
- Experience of delivering work-focussed therapies
- Ability to speak and write in Welsh

Professional Development

- Individual clinical supervision will not be provided as a part of your volunteer contract, unless you are providing at least 3 hours a week routinely where we will reimburse up to £50 per month of supervision fees.
- All volunteer counsellors will need to provide evidence of having clinical supervision arrangements in place.
- Support from Counselling Services Coordinator with group meetings and mentoring.
- Access to internal RCS training
- Access to Mental Health First Aid accredited training

Policies and procedures:

- To work in accordance with RCS policies and procedures.
- To adhere to all protocols and legislation relation to safeguarding in relation to both Child Protection and Vulnerable Adults.

Required checks

As part of the recruitment process we will require the following information:

- That the individual has the right to live and work in UK
- Relevant qualifications
- Current Enhanced DBS check (no more than 1 month old) – preferably on the update service
- The individual will be required to provide two referees
- The individual will be required to provide details of their supervisor for a 3-way agreement with RCS
- BACP membership details

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