

Role Profile

Role: Counsellor (Voluntary)

Purpose: To provide professional counselling and emotional support

Location: Travel

Hours: Flexible (ideally a minimum of 4 hours per week)

Overview

Umbrella Cymru is a Charitable Incorporated Organisation which provides a range of services in relation to gender and sexual diversity, equality and inclusion. We take great care and pride in the services we offer, and we aim to demonstrate this by giving people the best information and support we can. We keep flexibility at the heart of everything we do, and aim to provide support to people where they want it, how they want it and when they want it.

As such, all staff and volunteers are required to provide flexible support, and undertake a range of tasks. Below are the key responsibilities for the role.

Key tasks / responsibilities

Data Entry

- Maintaining contact and client records
- Maintaining databases as required
- Maintain time log information

Research and data gathering

- Researching services and information
- Keep up-to-date with current therapeutic practices
- Keep up-to-date with current thinking in relation to gender and sexual diversity

Organisation

- Arrange sessions with clients
- Ensure notes are kept up-to-date and accurate
- Coordinate visits and outreach events with or for clients
- Own diary management

General

- Provide information and advice to administrative staff where necessary

General person criteria:

Every who works or volunteers with Umbrella Cymru must be able to:

- Consider other people's views
- Work as part of a team and contribute to the success of a group initiative
- Work with people from diverse backgrounds
- Contribute the time and commitment that a long term project requires
- Maintain complete confidentiality
- Have respect for the beliefs and values of others
- Communicate effectively with members of the public
- Support and promote the organisations aims and values
- Act ethically and appropriately

Role specific criteria

Essential

- Qualified counsellor to at least level 4
- Committed to personal and professional development
- Good Communication skills
- Good time management skills
- Strong organisation or project management skills
- Good computer skills (particularly Microsoft Word and Excel)
- Awareness of issues and barriers relating to gender and sexual diversity

Desirable

- Degree in counselling, therapeutic intervention or equivalent
- Experience of working or volunteering in the support sector
- Welsh speaking

Get in touch:

To apply for this position, please complete our online application form at Umbrella Cymru - www.umbrellacymru.co.uk/vacancies

If you require an alternative format, please email vacancies@umbrellacymru.co.uk or contact us on 01633 927184.

If you would like to arrange a time to discuss the role and have specific access or adjustment requirements, please let us know and we will be happy to arrange these.

Thank you for taking the time to find out about our Trustee opportunities. We look forward to hearing from you.