



2. Volunteer placement description





2.1 HAGAM VOLUNTEER PLACEMENT DESCRIPTION

Placement Title: Volunteer Substance Misuse Counsellor

Reports to: Head of Counselling

Responsible for: Nil staff

2.1.1 Underlying values associated with all placements within HAGAM:

The role/duties of the placement are outlined below. In undertaking this role, the volunteer will be expected to act at all times in a way that is consistent with and actively supports HAGAM's values and operating principles.

2.1.2 Placement Purpose:

- To offer confidential substance misuse counselling and support for vulnerable clients with alcohol/drug problems, their families and friends
- To contribute to the safety of communities from drug or alcohol related crime and to improve the health of the communities
- To communicate HAGAM's vision and deliver its mission, corporate strategy and business plans
- To assist in the delivery of an integrated service through the provision of action planning, and appropriate referral



2.1.3 Key Duties and Responsibilities:

1. To initiate, review and update care plans with clients. To use the care plan within and between services to ensure that client's needs are met in an appropriate manner. Make onward referrals to specialist agencies where necessary.
2. Working within a structured framework to provide an initial 15 weeks (can be extended as necessary) confidential one to one substance misuse counselling using recognised theoretical models and maintain case notes and files.
3. To offer a range of brief interventions and harm minimisation strategies to all HAGAM clients including those affected by someone else's substance misuse, depending on the individual needs of the clients.
4. To support colleagues and volunteers, providing advice and guidance as appropriate to ensure that care standards are maintained and that clients receive the most appropriate care.
5. To assist in the day-to-day operation of the programme through the delivery of appropriate treatment interventions including assessing risk and ensuring a safe and appropriate environment for all through the prevention and management of abusive and aggressive behaviours.
6. To record client information in accordance with HAGAM policy to ensure the integrity of information included in Quarterly and Annual Reports to funders.
7. Ensure good working relationships are established and maintained with clients, service partners and HAGAM team and management.
8. To abide by BACP Ethical Codes of Practice, developing your own knowledge and practice, attend clinical and management supervision, team meetings and other appropriate forums so as to fulfil your role as an effective member of the team and with an emphasis on sound practice and case management
9. To commit to 18 hours of Continued Professional Development (CPD) training annually as specified in HAGAM policies (Minimum 1 HAGAM CPD day plus 12 hours of personal development)
10. Carry out any reasonable and lawful duties and responsibilities as required by HAGAM management.



2.1.4 Further information and General Responsibilities

Confidentiality

Ensure confidentiality at all times, only releasing confidential information in line with HAGAM policy.

Data Protection Act

To comply with the requirements of the Data Protection Act.

Conflict of duties

All applicants to any placement within HAGAM are required to declare any involvement either directly or indirectly with any firm, company or organisation that has a contract with HAGAM. Failure to do so may result in an application being rejected or dismissal after appointment.

Equal Opportunities and Diversity –DANOS AA4

To ensure that all service users, their partners, colleagues both in HAGAM and other partner organisations are treated as individuals within HAGAM's Diversity and Equality framework

Health and Safety – DANOS BD3

You are required to comply at all times with the requirements of the Health and Safety regulations and HAGAM's Health and Safety Policy and Procedures.

You are responsible for taking reasonable care with regard to yourself as well as any colleague, client or visitor who might be affected by an act or failure to act by yourself.

Quality Assurance

To ensure all activities are managed in a way that supports HAGAM's Quality Assurance Strategy.

All placement offers are conditional to a satisfactory Enhanced Criminal Records Bureau (CRB) check and minimum of 2 references.



2.2 HAGAM PERSON SPECIFICATION

	Essential	Desirable
Qualifications and training	<ul style="list-style-type: none"> Be in the final year of a counselling diploma course or equivalent 	<ul style="list-style-type: none"> Relevant OCN/NVQ level 3 or equivalent Eligibility for BACP accreditation Be a member of a professional body
Skills and abilities	<ul style="list-style-type: none"> Knowledge and understanding of assessment, care planning, key working and group work Ability to engage effectively with vulnerable and socially excluded groups. Effective counselling skills An organised approach to time and case-management and carrying out necessary administrative tasks Ability to work effectively as a team player in a collaborative and supportive manner. Excellent written and oral communication skills 	<ul style="list-style-type: none"> Understanding of solution focused Brief Therapy and Motivational Interviewing IT skills & awareness linked to Windows XP or above driven software Knowledge of the Criminal Justice System and social care services Effective group work skills
Experience/Knowledge	<ul style="list-style-type: none"> Demonstrable experience of minimum 50 hours face to face counselling Sound knowledge of the addiction field and issues surrounding substance misuse Knowledge of health and safety, including the assessment of high-risk situations for clients and colleagues. 	<ul style="list-style-type: none"> Experience of working in a community based drug and alcohol service Experience of working as a volunteer or in a voluntary agency Knowledge of different counselling models Experience of counselling within a time limited framework Experience of project work and development of policies and procedures
Personal effectiveness	<ul style="list-style-type: none"> Confident Organised with excellent time management skills 	
Circumstances	<ul style="list-style-type: none"> Commitment to support HAGAM's values and mission and take responsibility for HAGAM practice. Minimum two years commitment to counselling at HAGAM Willing to see minimum 3 clients per week 2 Years commitment to counselling at HAGAM Willingness to attend training, clinical and management supervision Flexibility of working times 	
Diversity	<ul style="list-style-type: none"> Demonstrable ability to effectively work with people from a range of ethnic, cultural, social, gender, age, religious and sexual orientation 	