

# Renewal Listening Service

## Listener Job Description

Renewal Listening Service provides a friendly, caring and professional service for Renewal partners who need someone to talk to. The listening service is run on a professional basis, however volunteer listeners are not professional counsellors and the service does not provide psychological therapy. All volunteers have successfully completed a minimum of a Level 3 qualification in Counselling Skills and will be subject to regular supervision by a member of the Renewal Therapy Service and hold an advanced DBS records check.

The service provides a listening ear, someone to talk to, in a totally confidential and respectful environment. Examples of topics for discussion might include bereavement, change at work, family stress or a time of uncertainty. The service does not provide advice, but may signpost other services such as Citizens Advice.

### Personal and professional behaviour

- Be aware of and follow all policies and practices that Renewal Listening Service adhere to
- Wear appropriate clothing for meetings and appointments.
- Keep a professional attitude towards responding positively to construction criticism and feedback.
- Provide notice of any absence with as much notice as possible.
- Have a good standard of keeping notes as guided by your supervisor.
- Be professional, whether meeting clients, other listeners or supervisors.

### Duty of care

- Commit to attending regular supervision meetings; at least one each month.
- Act professionally at all times in the best interests of their clients.
- Recognise that they are placed in a position of trust and are subject to requirements of relevant legislation relating to working with young people or adults.
- Be aware of own levels of stress vs. patients distress and commit to contacting your supervisor accordingly.
- Be aware of any pending fire drills to ensure that fire and Health and Safety is acknowledged and adhered to in the Listening Service room that has been allocated.
- Understand Renewal Safeguarding policy and follow the procedures, always referring to the listening service supervisor or manager.