

Renewal Listening Service

Our Agreement

The purpose of the agreement is to lay a good foundation and a clear understanding between the Listener and the person receiving the service (client). Both parties will have a copy of it to take away after the first session.

Firstly it is important to say that this is not counselling or therapy and the Listener, although trained to listen, is not a counsellor or therapist. Although not therapy, we do follow professional practices such as time, tracking and confidentiality. If there are any complaints, they be dealt with through the pastoral team.

We agree that the contents of our session will remain confidential unless there is a disclosure of risk about the client or a third party especially if that third party is a child, or a disclosure of criminal activity or intent.

The Listener attends confidential supervision – where the listener can get support, help and advice to ensure the best service is provided. In some cases the Listener may feel (after discussion with their supervisor) that the client would benefit from counselling or therapy. The client would then be offered the option of a referral to another appropriate service.

At the end of each session, the theme of the discussion will be recorded on a tracking sheet. (for example 'family issues' or 'loss'). This will be agreed by the listener and the client.

Most clients will have six sessions with the understanding that this can be extended if the service is proving useful to the client and agreed by the listening service supervisor.

Both parties will respect time keeping and the sessions will last up to an hour. Both the listener or the client will contact ahead of time (as much time as possible) if the session needs to be cancelled. If a client does not attend a session without contacting ahead of the session, there will be a cancellation fee of £10.

All communication will take place through reception and contact outside of appointments will be limited for the duration of the listening agreement. The service is free of charge. Any voluntary contributions are to be placed in the church offering marked Listening Service.

I have gone through this agreement with the client:

Signed by the Listener _____ Date _____

I have understood the above and agree:

Signed by the client _____ Date _____