

## **RENEWAL LISTENING SERVICE**

### **JOB DESCRIPTION**

#### **INTRODUCTION**

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 similar professional basis as the Renewal Therapy Service. 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, hold an enhanced DBS, and will be subject to regular supervision.

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.

#### **SCOPE OF ROLE**

1. To provide a Listening Service for all Renewal Christian Centre partners
2. To provide a Listening Service to referrals from outside Church as approved by Pastors/Supervisors/other designated Renewal Personnel
3. To perform in accordance with BACP / UKCP / NCS / other agreed body.
4. To liaise with designated Renewal personnel for referrals
5. To commit to Continual Professional Development
6. To ensure that clients are aware that you are not providing a counselling service
7. To participate in any research or development activities directed by Renewal

#### **PERSONAL & PROFESSIONAL BEHAVIOUR**

1. Students will behave, at all times, in a manner appropriate to their position as a trainee practitioner for Renewal Listening Service
2. Students are to develop working relationships with staff, students and other adults in the work placement
3. Students are to make themselves aware of all policies and practices that Renewal Listening Service adheres to
4. Students must follow guidelines on standards of dress and appearance as set out by the organization

5. Students are to keep a professional attitude towards responding positively to construction criticism and feedback
6. Students will attend all placement-based sessions as agreed and be punctual, notifying the designated personnel at Renewal Listening Service of any absence in good time
7. Work in a self-motivated and co-independent way
8. Have a good standard of keeping notes as guided by your supervisor

#### **DUTY OF CARE**

1. Students are to commit to attending regular supervision meetings; at least one each month. This can be 1:1 or group supervision.
2. Students are to ensure that they act professionally at all times in the best interests of their clients
3. Students must recognize 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
4. Be aware of own levels of stress vs. patients distress and commit to contacting your supervisor accordingly
5. Be aware of any pending fire drills to ensure that fire and Health & Safety is acknowledged and adhered to in any of the Listening Service room(s) that have been allocated to you.

#### **CONFIDENTIALITY**

1. Be fully committed to the policy of Confidentiality; no client information is to be disclosed with any third party without client knowledge and discussion with supervisor and or service manager. Confidentiality is to be maintained except during supervision or other known designated Renewal personnel. These personnel will be made know to you.
2. A student is to agree and have signed a contract between yourself/your college or university and the Listening Service to practice at Renewal Christian Centre.
3. A student must produce their current DBS to the designated Renewal Listening Service Manager.
4. When updating your own client files kept in the designed secure cabinet in Sigma room, we would ask that you adhere to confidentiality and only access your own files kept within the cabinet.
5. A record is kept of all client and trainee codes elsewhere in the building. These are accessible only by the designated Listening Service personnel and Justyn Towler.

Signature of agreement \_\_\_\_\_

Print your name \_\_\_\_\_

Dated \_\_\_\_\_