

RENEWAL LISTENING SERVICE

Welcome to Renewal Listening Service.

This is a safe space for people who need someone to listen and support as you seek to make sense of what is happening in your life. These are conducted by volunteers who have at least a level 3 qualification in Counselling Skills. Progress and suitability is reviewed every six sessions before continuing. These appointments are supervised by Therapy service supervisor.

We would like to take this opportunity to outline some basic information about how we work and to highlight our Code of Practice. We adhere to the code of ethics of British Association of Counselling and Psychotherapy the (BACP).

Confidentiality

Confidentiality is an integral part of the Listening Service. The only time that we would share any information given would be:

- If a client or third party is at risk of harm
- If a client is involved in criminal actions
- At the specific request of the client

Supervision

Every Listener meets with a supervisor to receive personal and professional monitoring so that you get the best possible service. This is a professional requirement of the BACP. All Listeners have 1½ hours of supervision per month.

Notes

Listeners keep notes that are coded to protect the identity of the client. All information is kept securely.

Sessions

The client should be aware that the Listening sessions are very valuable, as many people require them. Therefore there is a strict time code in place. Within the agreement with your Listener you will be made aware of the length of each session; usually between 50 minutes to 1 hour.

Late or Cancelled Sessions

Some Listeners come from long distances. Please show your appreciation by turning up or letting us know in plenty of time if you cannot make it. Should the client be delayed, the Listener will wait for no more than 20 minutes after the agreed starting time before the session is cancelled. It is imperative that if for some reason you are unable to make the agreed appointment, that you telephone or email as soon as possible. Otherwise it will be deemed as a missed appointment. When 2 consecutive appointments are missed for no apparent reason, your access to the Listening Service will be suspended.

Training

All Listeners are expected to engage in continuous professional development or training. Often it is required that the Listener uses case examples to support their learning. By signing this agreement you are agreeing for material from your sessions to be used in this way. Your name and identity will be completely protected. If you do not agree to this, please indicate on your contract.

Boundaries

Your Listener will not be discussing the Listening relationship with you outside of the session. If the Listener sees you in a setting other than within the Listening Service, s/he will not acknowledge or approach you. This puts you in control of who knows that you are using the Listening Service.

Contact between sessions will only be about practical elements such as appointment times.

Trainees

Renewal Listening Service is committed to contributing to the development of excellent, new therapists. We only take highly recommended trainees in the final years of qualifying. Every trainee is already experienced and has passed a skills test to ensure they are able to meet the needs of the client.

Each person approaching the service is assessed and case managed within the team to ensure that the appropriate Listener is allotted to their case. We also more closely monitor trainees by offering more supervision and support through a mentor and are in close contact with their university.

Research shows that trainees offer a good option for clients as they are so closely scrutinised and are in an intensive learning stage of their career.

Should you object to being offered a trainee therapist, please mention this before your first appointment on reading this information.