

ROLE PROFILE

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| Job Title: | Volunteer Counsellor |
| Responsible to: | Student Services Team Leader |
| Responsible for: | N/A |
| Salary: | N/A |
| Hours per week: | TBC |
| Weeks per year: | 38 worked weeks a year, this is based on 36 weeks during term time and 2 'Admin' weeks |
| Conditions of Service: | Callywith College Trust |
| Academic or Support: | Support |

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| Key Purpose of the Role: | To provide confidential, ethical, and student-centred counselling support to learners, contributing to their wellbeing, personal development, and ability to engage successfully in education. |
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Counselling Delivery:

Provide one-to-one counselling sessions to students in a safe, professional, and supportive environment.

Deliver scheduled and, where appropriate, drop-in counselling sessions.

Establish effective therapeutic relationships that promote student wellbeing, resilience, and self-awareness.

Work with a diverse student population, adapting approaches to meet individual needs.



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RESPECT



SUCCESS

Student Engagement & Support:

Respond to student enquiries via email, telephone, or referral system in a timely and professional manner.

Liaise appropriately with tutors and Student Services to support student outcomes while maintaining confidentiality.

Contribute to a holistic approach to student support, recognising safeguarding and wellbeing needs.

Signpost or refer students to internal or external support services where appropriate.

Professional Practice & Standards :

Adhere to the BACP Ethical Framework at all times.

Work within the policies, procedures, and protocols of the College counselling service.

Maintain appropriate professional boundaries and confidentiality.

Reflect on practice and engage in ongoing professional development.

Administration & Record Keeping:

Maintain accurate and confidential records using the counselling referral system.

Manage personal counselling appointments and diary effectively.

Ensure records comply with data protection and safeguarding requirements.

Team & College Contribution:

Attend counselling team meetings and contribute to service development.

Participate in relevant staff development opportunities and College training.

Support Student Services objectives and wider College priorities.

Contribute to a positive, collaborative, and student-focused culture.

As a member of staff at Callywith College, the post-holder is expected to contribute to the overall aims and values of the college by actively engaging in the following areas:

Probationary Period

Your first nine months (academic or management roles) or six months (support staff) of employment will be a probationary period. During this time, your suitability for the role will be reviewed and assessed.

Performance and Development

Take part in the college's performance appraisal and review process. Engage in ongoing professional development activities to support continuous improvement and growth.

Equality, Diversity and Inclusion

Promote and support equality, diversity and inclusion in accordance with college policies and values.

Student Experience

Contribute to providing a high-quality environment that supports student learning, wellbeing, and personal development. Support the delivery of effective Student Welfare and Support Services.

Organisational Development

Contribute to the development of a flexible, responsive, and forward-thinking college. Support college marketing and promotional initiatives as appropriate.

Health, Safety and Use of Resources

Use college equipment, premises, and property safely and responsibly. Adhere to all health and safety policies and procedures. Carry out Fire Marshall or First Aid duties as required (training will be provided if needed).

Wider College Contribution

Participate in and contribute to general college-wide developments and initiatives. Be open and adaptable to changes in role and responsibilities as the college evolves.

Safeguarding

The college is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.



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PERSON PROFILE

VOLUNTEER COUNSELLOR

Ideally, the person appointed will have the following skills and experience:

Qualifications

- Counselling qualification at Diploma level (desirable).

Experience

- Experience of working with young people (desirable).
- Awareness of common student issues and support needs (desirable)

Skills & Knowledge

- Excellent interpersonal and communication skills.
- Ability to build trust and rapport with students.
- Understanding of professional counselling frameworks and boundaries.
- Ability to manage sensitive situations with empathy and professionalism.

Personal Attributes

- Commitment to student wellbeing and success.
- High levels of integrity, discretion, and professionalism.
- Willingness to engage in supervision, training, and reflective practice.
- Flexibility and reliability in meeting College and service needs

The college is registered with the Disclosure and Barring Service, and the successful applicant will be required to apply for a Disclosure at the enhanced level. If you apply for a job with vulnerable people when you know you are on a barred list, you could be fined or face a prison sentence.

Callywith College is committed to ensuring a culture of valuing diversity and ensuring equality of opportunities.



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RESPECT



SUCCESS

CALLYWITH VALUES

CHOSEN BY STAFF
AND STUDENTS, OUR
VALUES REPRESENT
THE VISION, MISSION
AND CULTURE OF
CALLYWITH COLLEGE.



SUCCESS

"We are what we repeatedly do.
Excellence, then, is not an act,
but a habit".
Aristotle



RESPECT

"Relationships are based on four
principles: respect, understanding,
acceptance and appreciation".
Mahatma Gandhi



RESILIENCE

"A champion is defined not by their
wins, but by how they can
recover when they fall".
Serena Williams



COMPASSION

"Be kind in your actions".
Mother Teresa



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