

Volunteer Qualified Counsellor Role Description

10/06/2026

Role Title:	Volunteer Qualified Counsellor Version 1
Role Location:	Treetops Hospice, Derby Road, Risley, DE72 3SS
Commitment:	You can give us as much or a little time as you can, most people give us half a day a week/fortnight.
Responsible to:	Head of Therapeutic Services

Volunteering for Treetops - How you can make a difference

On completion of induction and mandatory training, you may be asked to do all or some of the following:

- Prepare counselling spaces, resources, and confidential documentation for client sessions
- Fill in weekly confidential session notes and monthly client activity records in line with CES service policy
- Check safeguarding, confidentiality, and administration procedures are followed correctly
- Help to deliver one-to-one counselling sessions for children and young people allocated by the clinical staff team
- Help to maintain professional therapeutic boundaries and a safe, supportive environment for clients
- Help to support the wider Therapeutic Services team by attending supervision, training, and providing required supervisor reports
- General ad hoc duties to support Treetops Hospice services and administrative processes as required
- Full training will be given for these activities. This list is not exhaustive.

Skills & Qualities – Will the role suit me?

- Counsellors must hold a recognised qualification in Counselling & Psychotherapy (diploma, degree or master’s level). Have a professional membership (either BACP/UKCP or equivalent).
- Trustworthy, Reliable, Punctual and Committed
- To have some experience of working therapeutically or with CYP
- Presentable with a positive, friendly attitude
- To have an understanding of confidentiality
- To maintain boundaries
- Some aspects of the role can be physically and mentally demanding; please let us know if you have health issues that would prevent you from doing something or what assistance you would need to do it.

How could volunteering benefit me?

- The chance to develop new skills, knowledge and experiences to add to your CV
- Build your self confidence
- Improve your communication skills
- Being part of a team
- 'Giving something back' by supporting your hospice
- Personal satisfaction

Main Responsibilities

1. To effectively deliver one-to-one weekly individual counselling for clients allocated by the clinical staff team, following clinical assessment and allocation meeting, either at the Cheetham Centre or the Saplings.
2. To hold a caseload of a minimum of 2 clients following the 12-session model.
3. To attend monthly 2hr group supervision in accordance to CES requirements and BACP guidance.
4. To work within Treetops Safeguarding Policy and report any incidents of suspected/actual abuse and any other relevant concerns to Treetops Safeguarding officers or individual supervisor or Head of Therapeutic Services.
5. To complete and maintain appropriate weekly confidential client session notes, to email these to CES Administration before the next client session in accordance with CES service policy.
6. To ensure that all client activities are submitted to CES Administration by 3rd of each month in accordance with CES service policy.
7. To attend mandatory 2-day induction training and yearly mandatory Safeguarding training.
8. To provide yearly supervisors report from their clinical supervisor
9. To read and abide by Treetops Hospice policies and procedures, including Health & Safety, Equal Opportunities, Data Protection and General working practices.

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