

ROLE DESCRIPTION & PERSON SPECIFICATION

Title	Volunteer Information & Support Worker
Grade	Voluntary
Location	You will be based at Off the Record's offices on 2 Horfield Road, St Michael's Hill, Bristol, BS2 8EA.
Commitment	One or two days p/wk (from Monday, Tuesday, Wednesday or Thursday).
Responsible To	Senior Youth Support Worker (Mental Health).
Job Purpose	To offer emotional support and information to young people who contact Off the Record (Bristol). To support the smooth running and administration of the Off the Record (Bristol) counselling service. To liaise closely with all Off the Record (Bristol) counsellors and therapists.
Key Relationships	Senior Youth Support Worker Youth Support Workers OTR Counsellors and other staff Referring agencies, parents and young people.
Job Summary	

Mental Health & Emotional Support

- To provide one-off emotional support to young people who contact Off the Record (Bristol) in crisis, either by phone or in person, and facilitate their timely access to counselling and/or other local services.
- To support the design and delivery of Off the Record (Bristol) mental health promotion work with young people.
- To work within and abide by the ethical framework of the British Association of Counselling and Psychotherapy and all internal Off the Record (Bristol) practice guidance

Administration & Other Duties

- To administer the Off the Record (Bristol) counselling service, liaising constructively and closely with clients and therapists.
- To fulfil all Off the Record (Bristol) service user monitoring requirements and keep confidential and secure records.
- To attend monthly clinical supervision to safeguard and maintain best practice.
- To attend monthly supervision with the Senior Youth Support Worker.
- To work within the framework and spirit of all Off the Record (Bristol) policies and governance, and to keep up to date with relevant training and professional development, especially in relation to Child Protection, Safeguarding, and Vulnerable Adults.

Person Specification

	Essential	Desirable
<i>Education & Training</i>	A degree or equivalent in psychology, social work or a related field.	A qualification in counselling/listening skills.
<i>Experience</i>	Some experience working with vulnerable young people.	Experience working in the non-profit sector.
<i>Knowledge</i>	<p>Knowledge of mental health issues experienced by young people.</p> <p>Knowledge of issues related to inequality and mental health.</p>	<p>Knowledge of local statutory and voluntary services for children and young people</p> <p>Understanding of the nature of the counselling relationship (boundaries, ethics and confidentiality).</p>
<i>Skills & Abilities</i>	<p>Excellent communication skills both written and verbal.</p> <p>Excellent listening skills.</p> <p>Excellent organisational skills.</p> <p>Ability to recognise and respect confidentiality.</p> <p>An ability to establish and maintain relationships with young people, staff and other professionals.</p> <p>An ability to work independently.</p> <p>An ability to work under pressure.</p>	IT literate.
<i>Personal Characteristics</i>	<p>A commitment to personal development and learning.</p> <p>A friendly and approachable personality.</p>	