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Hounslow Youth Counselling Service

Hounslow Youth Counselling Service Volunteer Counsellor Recruitment 2026

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2026 Recruitment Programme Dates to Attend:

You must be able to attend all the dates below

INFORMATION SESSION			
Session	Day	Date	Time
Attendance at 78 St John's road Isleworth <u>ONE</u> Information Session ONLY	Monday Wednesday Friday	27/04/2026 29/04/2026 01/05/2026	5.30 – 7pm 6 – 7.30pm 6 – 7.30pm
Applications completed by	Friday	15/05/2026	12pm
You will be notified by	Friday	22/05/2026	5pm
Interviews		w/c 01/06/2026	
You will be notified by	Friday	12/06/2026	5pm
ASSESSMENT DAYS			
Evening	Friday	26/06/2026	5 – 8pm
Day 1	Saturday	27/06/2026	9.30am – 5.30pm
Day 2	Sunday	28/06/2026	9.30am – 12.30pm
You will be notified by	Tuesday	30/06/2026	5pm
CORE TRAINING PART 1			
Safeguarding Level 1 E learning	Online	To be completed by 05/09/2026	
Safeguarding Adults E learning	Online	To be completed by 05/09/2026	
Safeguarding in a Counselling Setting	Saturday	05/09/2026	9.30am – 4.30pm
Induction Training	Saturday	12/09/2026	9.30am – 4.30pm
JOIN HYCS EVENING TEAM	Monday to Thursday	Week commencing: From 14 th September 2026	
CORE TRAINING PART 2			
Working with Young People	Saturday	TBC proposed 26/09/2026	9.30am - 4.30pm
Risk to Resilience	Saturday	TBC proposed 10/10/26	9.30am - 4.30pm
Anti-Oppressive Practice	Saturday	TBC proposed Oct 26	
Self-Harm Awareness	Saturday	TBC proposed Nov 26	



Expectations of Volunteer Counsellors

- A minimum delivery one evening (6 – 9pm) per week – 3 client counselling sessions
- Commitment minimum of 1 year
- 1½hrs supervision per month with supervisor, paid for and allocated by HYCS
- Minimum of 6 meetings per year for general service business and policy decision making & counselling team support:
 - 2 x full counsellors' meeting per year
 - 3 x Centre Team meetings per year
 - Service AGM
- Compulsory attendance at all HYCS core training days
- We want people interested in young people and developing the counselling service
- We want people who have a real desire to become members of the HYCS charity
- We are primarily here for young people not for the counsellors/managers/trustees – all decisions are made with young people in mind.

What HYCS offers Volunteer Counsellors

- Paid for monthly clinical supervision
- Ongoing in-house trainings
- Access to Local Authority trainings
- Managerial support by experienced Senior Counsellors
- Team support
- Experience of working in a voluntary sector service
- The opportunity to develop skills and experience of working with young people within the 11-25 age group in a supportive nurturing environment.
- Experience of using outcome measures
- Resources and library



Recruitment & Selection Procedure for Volunteer Counsellors

The applicant must satisfy the selection panel at each stage of the recruitment & selection procedure that they are a suitable candidate before proceeding to the next stage. Each applicant will be assessed using the person specification.

STAGE 1

ATTENDANCE

- Is required at Information Session (1 to 1.5hr) to introduce HYCS to you and provide the details of the Recruitment process

APPLICATION

- Completion of an application form

INTERVIEW

- Panel interview

STAGE 2

- Attendance at Assessment Weekend (Friday evening, Saturday, and Sunday)
- At the end of the Assessment Weekend the recruitment team will select those applicants who will continue to the next stage
- Two references will be requested
- A satisfactory enhanced DBS check.

Please note - Acceptance as a probationary counsellor is subject to satisfactory references, signing of the counsellor's agreement of accountability, a satisfactory DBS check (disclosure and barring service), and approval by the Board of Trustees to continue to the next stage.

STAGE 3

- Counsellors accepted into the Service as probationary counsellors will complete core training (as identified by HYCS) within the 12-month probationary period.
- Volunteer counsellors will become members of the charity giving them voting rights to appoint the Board of Trustees at the HYCS AGM.
- At the end of the probationary period, the counselling manager and supervisor, will review the probationary counsellor's performance as a team member and counsellor. The review will either accept the counsellor or extend the probationary period or inform the counsellor that they are considered unsuitable for this service.
- Upon successful completion of the probationary period the Board of Trustees will ratify the recommendation of the counselling manager, and supervisor. The probationary counsellor will be notified.



Recruitment & Selection Panel

The programme will be delivered by HYCS Senior Counselling Manager & Service Manager

The Senior Counsellors and Service Manager will make up the recruitment panel although they may not all attend at each stage of the recruitment process.

Stage 1. The information session will be delivered by 1 or 2 of the panel.

The applications decision for interviews & the interview panel will consist of 2 panel members.

Stage 2. The assessment weekend will be delivered by the recruitment panel of Senior Counsellors.

Stage 3. Your team leader/line manager will be either the Service Manager or one of the Senior Counsellors. The Service Manager will deliver the Induction training day



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Job Description HYCS Counsellor

Organisation: Hounslow Youth Counselling Service
Division: HYCS
Responsible to: Service Manager

Time, energy and resource to offer:

4 hrs - evening sessions, delivering 3 client counselling sessions per week
44 weeks of the year.
1.5 hours supervision per month paid for and allocated by HYCS
6 counselling service meetings per year
1-year minimum period

MAIN PURPOSE OF THE JOB

To provide face to face counselling sessions to young people 11- 25 years old at the HYCS centre. Support delivery of counselling at the charity.

MAIN DUTIES AND RESPONSIBILITIES

- To offer person centred counselling to young people by offering 132 counselling sessions over 44 weeks of the year.
- To work as part of a HYCS team for the benefit of the charity.
- To complete weekly counselling service paperwork and admin.
- To raise any concerns with the HYCS Service Manager whenever they arise.
- To undertake regular supervision in accordance with the BACP guidelines on Supervision and HYCS policy with an experienced supervisor who will be appointed by HYCS.
- To follow HYCS policy and procedures with particular attention to:
 - Confidentiality
 - Safeguarding Children, Young People and Young Adults
 - Risk assessment
 - Note taking and keeping notes securely
- To abide by the HYCS Counsellor's Agreement of Accountability.
- To follow the BACP Ethical Framework for the counselling professions.
- To comply with GDPR and data protection legislation.
- To be a registered member of the BACP or equivalent professional organisation.



HYCS Counsellor: Person Specification /Criteria

1. Ability to be a counsellor working with the needs, issues and best interests of young people.
2. Completion of at least one year of humanistic counsellor training (skills and theory) at certificate level and be on level 4 or above Diploma or degree level course.
3. An understanding of the Person-Centred approach to counselling and an agreement to use this approach as a basis for work with HYCS clients.
4. An understanding of the need for confidentiality with young people and an undertaking to follow Hounslow Youth Counselling Service policy on this matter.
5. Understanding of and a commitment to equal opportunities and anti-discriminatory practice.
6. An ability to learn, use and develop the skills necessary to counsel young people.
7. Ability and willingness to work as an effective member of a team.
8. Time, energy and resources to be able to work with Hounslow Youth Counselling Service. This will include a commitment to:
 - A minimum of one evening session per week 6- 9pm, counselling 3 clients per week.
 - One hour of supervision for every 6- 8 hours of counselling or at least 1½ hours per month, with a supervisor allocated by this service
 - Attendance at 5 counsellor meetings per year for service business and policy decision making.
 - Attendance at annual review meeting with your manager
 - Supervision with additional meetings as necessary
 - Attendance at the Service AGM
 - Attendance at Hounslow Youth Counselling Service core training programme.
9. A commitment to engage in on-going CPD as outlined by HYCS while with the Service, including training and further self-development, such as personal therapy.
10. Willingness, honesty, and openness for effective supervision to take place.
11. Willingness to evaluate one's attitudes, feelings and beliefs and learn from such an experience.
12. Resilience: the capacity to work with young people's concerns without being personally diminished.
13. Ability to form and maintain appropriate relationships and boundaries with children and young people.
14. A willingness to follow the policies of the Board of Trustees and the Constitution and to seek, where necessary, to make changes through discussion and democratic processes.
15. Sufficient understanding of the counselling process and relationships so that an informed decision can be made on whether to join the Service, or not.



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ABOUT HYCS

WHO WE ARE:

Founded in 1987, Hounslow Youth Counselling Service (HYCS) is a voluntary organisation, with charitable status, set up to work with young people in the Borough of Hounslow. HYCS' main objective is to promote the relief of emotional suffering caused by mental or physical ill health, or by social or economic circumstances among young people.

OUR SERVICE:

HYCS aims to serve young people, aged 11 to 25, regardless of race, colour or creed, sex or class, disability, marital status or sexual orientation, by helping them address their problems in a setting where they feel at ease, safe and valued. HYCS offers young people access to free, confidential Counselling by appointment at its offices in Isleworth, at secondary schools, at HM Prison Feltham, and works with the Youth Justice Service and Care Leavers. Young people self-refer to HYCS and can be signposted on to other specialist local agencies where appropriate.

CONFIDENTIALITY:

Confidentiality is considered to be of the greatest importance. We are a confidential service and work within BACP' guidelines and HYCS' confidentiality policy to maintain appropriate confidentiality in the best interests of our clients.

OUR WORK:

HYCS addresses directly young people's emotional well-being and mental health. Counsellors work with young people who present with a range of issues including: anxiety, panic attacks, self-harming, bullying, negative pressures, eating disorders, bereavement, depression, low self-esteem, abuse or who are distressed because of breakdown in their relationships with family or friends. Counselling helps build more trusting relationships, develops autonomy, offers the opportunity to explore difficult issues and learn ways of coping, ways of staying safe and ways to manage difficult feelings.

OUR TEAM:

HYCS counsellors are qualified, skilled and experienced practitioners. The team of counsellors, including those who work voluntarily, have been carefully selected and trained. The quality of the service offered is under continuous review. All counsellors receive regular management support and counselling supervision and the opportunity for in-service training and reflective practice. The Service offers CPD training courses in working with young people and counselling skills, both in-house and sourcing external trainers. The team consists of Counsellors, Senior Counselling Managers, Service Manager and a HR and Finance Manager who are all responsible to an independent group of Trustees. The service relies on funding via grants, donations and contracts.

OUR ETHICS, STANDARDS & POLICIES:

Hounslow Youth Counselling Service staff and trustees oppose all forms of discrimination and this is made clear in the Service's Equal Opportunities policy. HYCS provides a BACP (British Association of Counselling & Psychotherapy) Accredited Counselling Service and is an organisational member of both Youth Access and the BACP, working within the BACP's ethical framework for the counselling professions. HYCS' counsellors are also individually members of professional bodies. Many are individually BACP accredited, registered or actively working towards accreditation.

DATA PROTECTION POLICY:

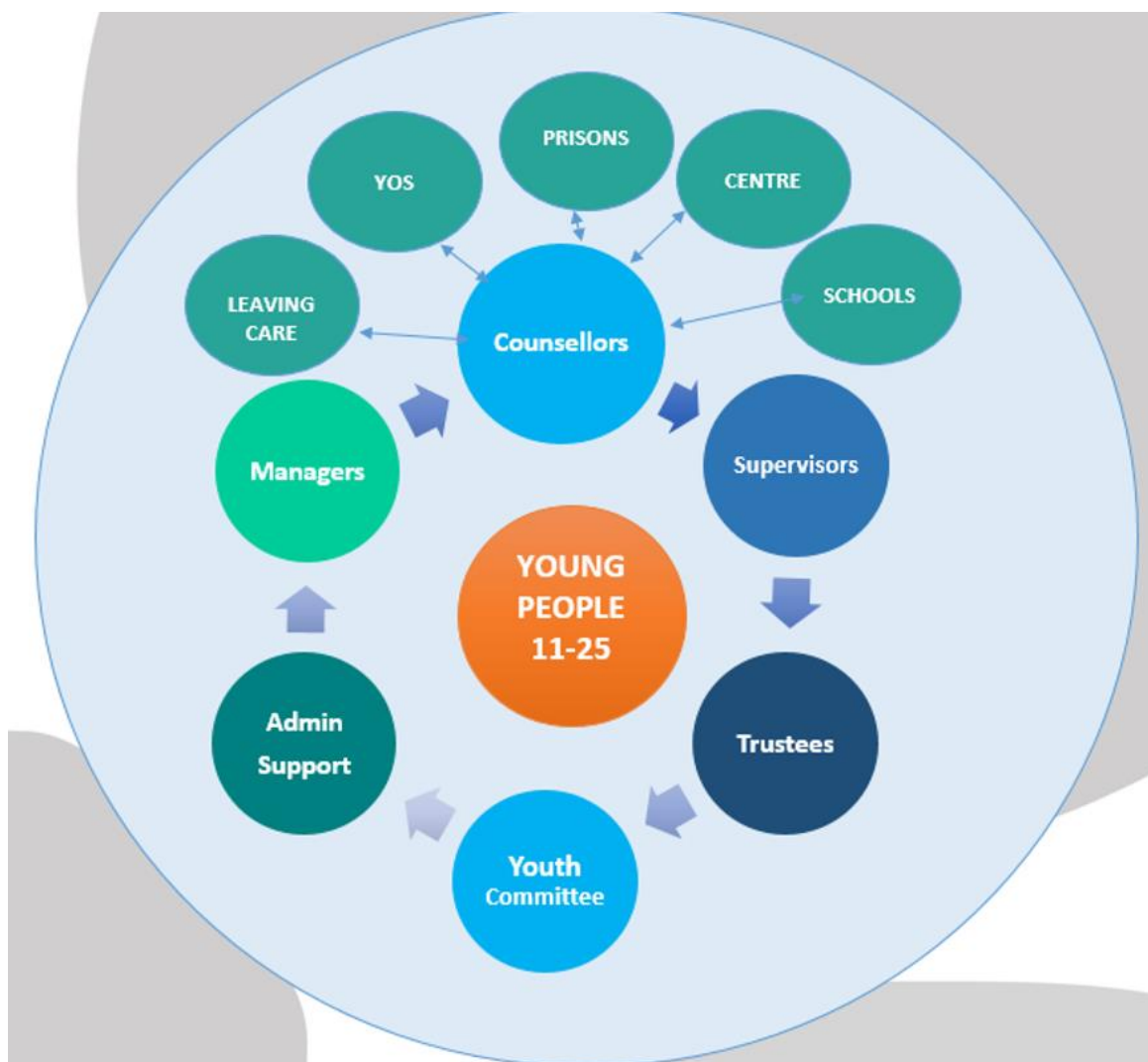
Under the General Data Protection Regulation (GDPR) 2018 data privacy laws, HYCS are committed to safeguarding privacy and protecting the personal information given to us in the legitimate pursuance of providing a youth counselling service.



ORGANISATIONAL STRUCTURE

HYCS offers all young people aged 11-25 who are living, working or studying in the Borough of Hounslow the option of free access to our BACP-accredited confidential counselling service that is dedicated to supporting young people.

Our clients are supported by a team of counsellors working within a professional and ethical organisation with the benefit of experienced managers, supervisors and teams with real expertise in working with young people.



The team at HYCS has a passion to support and help the young people in this Borough and to put the needs and best interests of young people at the core of our service.