



glcs  
GAY AND LESBIAN COMMUNITY SERVICES

## VOLUNTEER JOB DESCRIPTION

# TELEPHONE COUNSELLING

### ABOUT TELEPHONE COUNSELLING @ GLCS

GLCS telephone counsellors are trained non-professional volunteers who provide brief supportive telephone counselling and referral information to members of the public who wish to explore issues relating to same-sex attraction. All counsellors must identify as lesbian, gay or bisexual and have completed our training course and a period of supervised practice. GLCS telephone counselling is one of the most dynamic and challenging ways to help our community and comes with many rewards. Many counsellors use the skills acquired during their training to take on other roles, such as public speaking.

### TRAINING

- 10 session training course (30 hours)
- Supervised calls
- Attendance at GLCS professional development (PD) sessions
- Attendance at group peer supervision

### VOLUNTEER PROFILE

Our ideal telephone counsellor:

- Is 18+
- Is focused and clear-thinking
- Is self-motivated, able to work independently and show initiative
- Is prepared to challenge their own beliefs and assumptions and is open to new ideas and perspectives
- Accepts that one cannot 'fix' other people's problems for them
- Is willing and able to complete our training course and commit for at least 12 months

### A TYPICAL SESSION

- Clear answering machine messages
- Return call regarding the GLCS accommodation register
- Field a call from the parent of a young woman who has 'come out'
- Refer a caller to a trans-friendly GP
- Reply to and email requesting support and information about same-sex migration
- Complete log books

### TIME COMMITMENT

- One or two 3-hour shifts per month
- Attendance at three PD events each year to maintain and develop skills. PD sessions include an opportunity for group peer supervision with other counsellors

Many GLCS volunteers find the regularity and structure of the counselling role suits their lifestyle and availability.

### SKILLS YOU WILL ACQUIRE

- Learn core skills in supportive counselling (attending, listening, challenging)
- Gain practice in collaborative group work and improve your interpersonal and communication skills
- Learn about ethics, confidentiality and boundary setting
- Gain a better understanding of yourself and a greater capacity for self-reflection
- Build your confidence and problem solving abilities

Many GLCS counsellors find the skills they acquire while training and volunteering with GLCS can be applied in other areas of their lives, including at home and work.