

4) Clients should always be seen in our centres unless their physical frailty or incapacity makes this impossible, all cases of home visits should be cleared through the agency first and notification given of timing of sessions. Immediately on entering the client's premises an assessment of potential hazards should take place, ensuring a free exit path. On arrival for a home visit the counsellor must confirm by text to the agency that they are safe to start the session.

5) All incidents of health and safety to be reported immediately to the administrator and entered in the Accident Book. Phoenix Counselling Service unreservedly supports counsellors reporting physical attacks, threatening or unlawful behaviour, to the appropriate authorities.

**Environmental Sustainability Policy**

Where Phoenix controls replacement we will use energy efficient bulbs. All electrical equipment will be turned off when rooms not in use. Photocopy and printing will be double sided.

**Trainees will abide by PCS Confidentiality Policy**

Before anyone is accepted by our service we reserve the right to contact their GP., medical advisor, referring agency etc. If we offer a service, and the client accepts, the information given to any person working on behalf of the Phoenix Counselling Service will not be shared with anyone outside the service without permission, except when we have cause to believe that there is a serious risk of self harm or harm to others. Information shared would be on a need to know basis and at the discretion of the counsellor/supervisor. In such circumstances we would endeavour to discuss with the client first the information we need to pass on, why we feel this is necessary and to whom it will be passed. It is stressed that this eventuality is extremely rare.

All information kept about clients on file will only be discussed within the service as necessary to provide a good service. Clients have the right to view our records. All files are stored securely. Counsellors are responsible for abiding by accepted ethical good practice in their making, holding, disclosing of clients records/notes.

I understand the above terms and conditions and agree to abide by them at all times

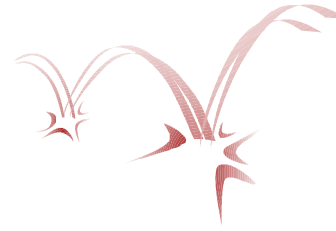
Trainee Name..... Signature.....

Date.....

Name/Signature

...../.....

( on behalf of Phoenix Counselling Service )



Updated 2011

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*Phoenix Counselling Service*

*~ Trainee Agreement*

*Booklet*

PCS is a Not for Profit agency

### **Contract**

You will be directly responsible to the Phoenix Counselling Service Administrator who will manage your placement and thereafter to the Steering Group.

You are responsible for abiding by Phoenix Counselling Service policies.

In the first instance this means abiding by BACP's Equal Opportunities statement, it's Ethical Framework for Good Practice in Counselling and Psychotherapy and it's recommendations regarding Health and Safety.

You will abide by Phoenix Counselling Service's Code of Confidentiality.

You will hold professional indemnity insurance, copy on file and a CRB check.

You will make appropriate arrangements for personal therapy throughout your placement that satisfies BACP guidelines and be on a recognised training course.

You will be in supervision with a Phoenix Counselling Service supervisor that satisfies BACP's requirements and attend weekly in Dagenham, paying all necessary fees.

You will pass all fees received to the Administrator at the end of each month.

You will return a monthly time sheet indicating each session you have held.

You will complete client assessment forms and all paperwork requested by the Administrator.

You will be asked to see clients at our Dagenham practice.

You will be informed of Phoenix Counselling Service's internal complaints and grievance procedure and abide by it.

### **Professional Development**

You will be expected to attend termly professional training seminars arranged by Phoenix. You can expect that Phoenix Counselling Service will act in a professional manner throughout your placement in accordance with the recommendations of BACP. Your progress will be monitored once supervision has commenced and initially you will be given one client who has been assessed as appropriate to your stage of training.

As a minimum you will need to have a returning client after two months and more than one client after three months. Given normal progress in your training, you can expect to work for 100 hours with clients in the first 18 months of your placement.

### **Complaints Procedures**

Where there are problems with working practice the following procedures apply.

Internal Complaints Procedure

Any complaint or grievance should be taken up with the other party in the first instance.

Where it is a complaint with Phoenix Counselling Service as an organisation or where it can't be resolved on an individual basis the complaint should be made in writing to the Co-ordinator, who will reply within five working days.

If the issue cannot be resolved by letter or a direct conversation the Co-ordinator will call a meeting with all parties concerned. The complainant may wish to choose a colleague to attend in their support. This meeting will be minuted and a written account of how the complaint was resolved given to the complainant within 7 working days. If this process still doesn't resolve the issue the complaint will be taken to BACP and their professional conduct procedures followed.

### **Vulnerable Adults Protection Policy**

You will be aware of our policy and abide by it ( full document in trainee's folder at office + on web site Trainee Area User Name Traineepages Password trainee1)

### **Grievance and Disciplinary Procedure**

Any grievance or disciplinary action to be taken by the Co-ordinator and to arise only where the BACP's Ethical Framework for Good Practice in Counselling and Psychotherapy has been breached.

Matters should be resolved informally in the first instance.

Further action to take the form of a letter written by the Co-ordinator stating the grievance and arranging a date for a face to face meeting within 7 days thereof. At this meeting the person facing the grievance has the right to have a colleague present to support them. A written account of the meeting to be produced within 7 days.

Disciplinary action to be firstly a written warning. More serious breaches will receive suspension from seeing clients for a specified time. In the event the matter cannot be resolved internally, it will be taken to BACP and professional conduct procedures followed.

### **Health & Safety**

1) At each client's first session a risk assessment should be carried out, taking into account the counsellors own professional and personal experience. Taking an accurate history is required. The counsellor should assess whether ongoing work can be carried out safely. This should be written in the client's assessment notes.

It should be made clear to all clients that no physical contact whatsoever may be made with the counsellor during sessions. Previous behaviour should be taken into account as predictive of future behaviour. The client's behaviour, cognition and mood should be taken into account. Research should be carried out where the client presents issues unfamiliar to the counsellor. Where there is any doubt the counsellor's supervisor and manager should be informed. Particular notice should be given where aggression, anger, self harm or harm of others is voiced. In these potentially dangerous situations attention should be paid to triggers / patterns of behaviour. The counsellor should attempt to identify early warning signs and should listen to their gut reaction for inner signs of danger, avoid probing or deep interventions and decide whether the session is safe to continue. Where the counsellor has any fears for safety these should be reported to the agency manager immediately. Where a counsellor has concerns about a client's behaviour questions of recency, frequency and severity must be examined.

First sessions must be thoroughly explored within supervision at the earliest possible opportunity. It is agency policy to obtain details of the client's G.P. and where it is considered appropriate to inform them that counselling is taking place. If, after assessment, the client's needs are too severe to be met by the counsellor a recommendation to the client's G.P. shall be made that referral to a local specialist service is appropriate. The counsellor shall detail the contract agreed with the client as part of the risk assessment. The counsellor will continue to monitor the risk throughout the course of treatment.

2) Phoenix will only hire rooms where the centre owners hold appropriate public liability insurance, and we believe them to act responsibly with regard to health & safety.

3) Given that rooms used by Phoenix are owned by other organisations, counsellors are responsible for knowing exit routes in the event of a fire and the location of fire-fighting equipment. Counsellors should never allow the client to be seated between themselves and the door. Counsellors are responsible for terminating work whenever they discover a hazard that breaches the health and safety of themselves or their client, e.g. their or the client suffering an injury or falling ill, a fire alarm sounding, inadequate backup should the client present a threat. This incident should then be reported to the administrator.