



Document Control

Policy Title	Client Counselling Services Policy
Policy Number	044
Owner	Human Resources Manager
Contributors	Human Resources Manager
Version	1.0
Date of Production	01 October 2014
Review date	01 October 2016
Post holder responsible for review	Human Resources Manager
Primary Circulation List	Shared Drive
Web address	N/A
Restrictions	N/A

Version Control

Version Number	Owner	Description	Circulation
1.0	Human Resources Manager	Review	SMT



1.0 POLICY:

The purpose of this document is to define for both SHS service-users and staff, the purpose of counselling and to explain how the practice is operated within the SHS organisation.

2.0 PURPOSE:

The purpose of counselling is to enable clients identify feelings, learn how to express, communicate and contain difficult feelings, develop life-coping skills to the best of their abilities, and to set and achieve their own goals and objectives. It also gives the client an opportunity to develop a trusting relationship with the counsellor based in social support.

3.0 SCOPE

This policy applies to all service users of Sunbeam House Services and should be adhered to by all employees.

4.0 POLICY

4.1 METHOD

The counsellors use a variety of approaches which include client-centred, humanistic, approaches, cognitive behavioural therapy, sand therapy, psychoanalytic techniques and Bereavement work and art therapy.

4.2 REPORTING STRUCTURE

The counsellors' report to the Senior Human Resources Manager and also liaise with the social work department. The contract is a three-way structure, which involves the client, counsellor and the organisation (SHS). The reporting structure is fully explained to the client in the initial session.

4.3 REFERRAL SYSTEM

Referrals for counselling can come from a client, key-worker, other staff member or Client Services Manager/ Senior Services Manager. The referral is recorded on the SHS counselling referral form available from the shared forms folder, and then approved by the Client Services Manager prior to submission to the SHS Senior Social Worker. The Senior Social Worker makes contact with the relevant Client Services Manager when an appointment becomes available, and then liaises with the relevant counsellor. The Senior Social worker initiates contact with the client through the relevant key worker or Client Services Manager, and an initial meeting date is agreed.



4.4 CONTRACT

A verbal contract is negotiated between the client and counsellor. This sometimes can involve the key-workers of the client. Permission is sought in the initial session with the client, by the counsellor, to be able to discuss relevant matters both with the client's key-worker and their Senior Social worker. If certain matters were deemed important enough, the Senior Social worker would inform the Human Resources Manager or other relevant management of SHS. The contract between the counsellor and client would cover confidentiality, cancellation policy (48 hours or 2 working days' notice required, otherwise full fee payable), the necessity of three-way communication between key-worker, Senior Social worker and counsellor, feedback process, review period and termination process.

4.5 STRUCTURE OF SESSIONS

Counsellors are available for one hour per week per client. The length of each session is dictated by the client, but generally varies between 30 and 60 minutes.

4.5.1 CANCELLATION OF SESSIONS

When a counselling session has to be cancelled the advance notice of this should be communicated to the Counsellor no later than 48 hours prior to the meeting or 2 working days, otherwise full counselling fee will be payable.

4.6 INVOLVEMENT OF THIRD PARTIES

The parties involved are normally limited to client, counsellor, key-worker and Senior Social Worker. Where requested, the counsellors' will agree to meet other parties involved, provided client consent is given and confidentiality maintained

4.7 REVIEW PROCEDURE

On-going communication between the client, key-worker, social worker and counsellor is considered essential. At the initial meeting between the counsellor and client (this may involve the key-worker) a feedback process is discussed and agreed with the clients consent. The process might include phone calls or meetings with the key-worker or Senior Social worker to discuss relevant issues, which involve the client. In some cases, the client is invited to attend.

4.8 REMUNERATION

Counsellors' are employed on a contract for service basis. Invoices for counselling services rendered are submitted on a monthly basis to the Human Resources Manager and to the Senior Social Worker. Payment is

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expected within one month. Remuneration rates are to be reviewed every eighteen months. Invoices will include the date of counselling session, client ID and length of session and rate.

4.9 LOCATION

The venue for counselling is usually the SHS Wicklow (Bray or Arklow) counselling rooms. Other venues may include day services, client's residence or a public venue (i.e. coffee shop or hotel).

4.10 GOOD PRACTICE

The counsellors' contracted by SHS are bound by their association's code of ethics. The associations' can include the Irish Association for Counselling and Psychotherapy (IACP) and/or The Irish Association of Humanistic and Integrative Psychotherapy (IAHIP).

4.11 SUPERVISION

Counsellors' are required to attend regular supervision as members of their accrediting bodies (IACP/IAHIP) for the work completed in SHS.

4.12 CONFIDENTIALITY

A verbal contract of confidentiality is drawn up between the client and counsellor the client's key-worker may be involved in this process. Confidentiality is fully explained to the client and the need for feedback, to the organisation is outlined which can include: key-workers, Senior Social workers and the relevant management of SHS and the counsellor's supervisor. Other persons may be privy to information relating to the counselling but the client's permission would be sought in these circumstances i.e. parents or guardian.

4.13 INSURANCE

Counsellors' are responsible for ensuring they have adequate professional liability insurance. The SHS organisation (or other venue landlord/owner) is responsible for providing public liability cover.

4.14 HEALTH & SAFETY ISSUES

Counsellors' working with opposite gender clients must comply with Health & Safety regulations, which state that they cannot see such clients unless a third party is in the vicinity. It is therefore necessary that the SHS organisation ensure that a third party is in close proximity to the counselling room when counsellors meet with opposite gender clients.

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4.15 SERVICE TERMINATION

The service is discontinued when either the client requests closure or when the client's counsellor, key-worker or senior social worker decides that further counselling no longer benefits the client.

4.16 CODE OF ETHICS

A copy of the IACP or IAHIP code of ethics may be obtained on request from the counsellors.