



DEVELOPMENTAL PATHWAYS FOR CRUSE SCOTLAND VOLUNTEERS

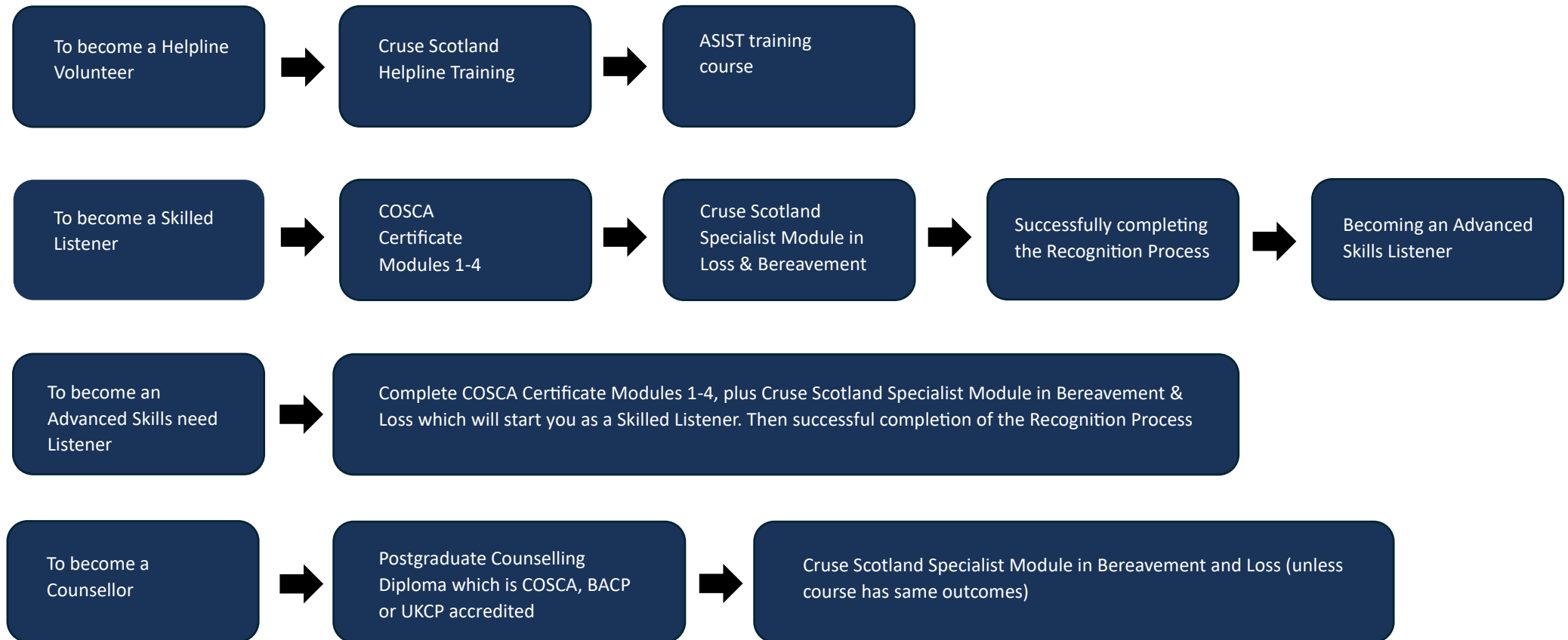
Version:	1.0
Effective From	07.02.2024
Author:	Practice Governance and Training Sub-Committee
Review date:	07.02.2027

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Pathways Diagram



Role descriptor: Cruse Scotland Volunteer – Helpline

Role Functions

Provides information about Cruse Scotland services and, where appropriate, confidential support by phone to bereaved people.

Maintains simple records of phone calls and passes information to the Virtual Area Manager

Keeps a personal development record book

Attends supervision and Continuing Professional Development as required by Cruse Scotland

Ethical framework

To work within the COSCA Statement of Ethics and Code of Practice

Organisational Requirements

To work within the policy framework and guidelines of Cruse Scotland

Core Competence

Be able to provide practical information about Cruse Scotland and other appropriate services to callers.

Establish, maintain and bring to an end a supportive interaction with a caller within an appropriate time

Skills

Through training or experience gained in relevant supervised practice or a combination of both, the Cruse Scotland Helpline Volunteer will have learnt to be able to use these skills in her/his contact with members of the public who approach Cruse Scotland

- Listen actively and respond to callers sensitively, empathically and effectively
- Understand and be able to use appropriate types of question
- Give appropriate information including signposting to other more relevant services
- Be able to recognise when and how to end a call
- Work appropriately with all calls including challenging and complex calls
- Recognise and respond to own needs when taking calls
- Understand and be able to work with the boundary between managing risk and confidentiality.

Supervision

Make use of supervision to:

- monitor the quality and safety of the interactions with the caller and attend to volunteer's own needs, and
- provide opportunities for the support, personal growth and development of the volunteer

Development

- A documented commitment to undertaking Continuing Professional Development at the Cruse Scotland minimum standard of 11 hours (annually)
- Regular use of Supervision

Knowledge

- Basic knowledge of bereavement theory
- Knowledge of Cruse Scotland Services and procedure

Values

All volunteers will have a genuine commitment to the Cruse Scotland basic values of

- Compassion
- Integrity
- Equality

and to achieving the overall aims and objectives of Cruse Scotland.

Work location

In Cruse Scotland premises, or other premises (which may in certain circumstances include the volunteer's own home) arranged by the Area Manager.

Wherever the work takes place, volunteers will be expected to operate within the full range of organisational requirements.

Role descriptor: Cruse Scotland Volunteer – Skilled Listener

Role Functions

Provides one-to-one confidential support directly to bereaved people with less complex needs (to be related to intake assessment criteria – the ICI)

Manages a caseload and maintains a personal record book

Attends supervision and Continuing Professional Development, as required by Cruse Scotland

Ethical framework

To work within the COSCA Statement of Ethics and Code of Practice

Organisational

To work within the policy framework and guidelines of Cruse Scotland requirements

Core competence

Establish, maintain and bring to an appropriate end, a supportive interaction with a Cruse Scotland client with less complex needs

Skills

Through training or experience gained in supervised practice or a combination of both, the Cruse Scotland skilled listener will have learnt to use these skills in their work with Cruse Scotland clients

- Work within the Cruse Scotland Model of Support framework (see Intranet under Practice Skills and Training)
- Negotiate and agree with the client the confidentiality framework within which the interaction will occur
- Maintain and monitor the agreed boundaries
- Encourage the client to feel able to speak at his/her own pace
- Listen and communicate listening to the client
- Clarify the views and beliefs of the client in an open and positive manner
- Reflect back to the client the full communication experienced
- Acknowledge the feelings of the client with appropriate empathic support
- Summarise to the client their understanding of the client's issues and relevant beliefs
- Maintain the focus of interaction on what the client is communicating and be able to offer a personal sense of the client's issues, appropriate to the context
- Respect the client's ways of being to avoid intrusive exploration
- Discuss and explore the goals of the client
- Help the client to identify personal strengths and motivations to change
- Help the client to identify inhibiting factors and resistance to change
- Re-evaluate with the client the eventual desired outcome

- Discuss the ending and explore connected feelings
- Be able to evaluate the work done with the client
- Be able to explore future action with the client
- Be able to bring the interaction to an end in a clear and definite manner

Supervision

Make use of supervision to:

- monitor the work and ensure the safety of the client and volunteer
- provide opportunities for the support, personal growth and development of the volunteer

Development

- A documented commitment to undertaking Continuing Professional Development at the Cruse Scotland minimum standard of 11 hours (annually)
- Regular use of Supervision
- A basic interest in research and how it might inform practice
- Use of literature to keep up to date with current trends and thinking

Knowledge

Knowledge of:

- bereavement theories eg Dual Process Model, Tasks of Mourning (Worden)
- attachment theory (Bowlby and Murray Parkes)
- Cruse Scotland services and procedures

Values

All volunteers will have a genuine commitment to the Cruse Scotland basic values of

- Compassion
- Integrity
- Equality

and to achieving the overall aims and objectives of Cruse Scotland.

Work location

In Cruse Scotland premises, or other premises arranged by the Area Manager and occasionally, when exceptional circumstances require, in clients' homes

Role descriptor: Cruse Scotland Volunteer – Advanced Listener

Role Functions

- Provides one-to-one confidential support directly to bereaved people with moderate needs (to be related to intake assessment criteria – the ICI)
- Manages a caseload and maintains a personal record book
- Attends supervision and continuing developmental training as required by Cruse Scotland

Ethical framework

To work within the COSCA Statement of Ethics and Code of Practice

Organisational requirements

To work within the policy framework and guidelines of Cruse Scotland

Core competence

Establish, maintain and bring to an appropriate end, a supportive interaction with a Cruse Scotland client with moderate needs

Skills

Through training or experience gained in supervised practice or a combination of both, the Cruse Scotland advanced skills listener will be starting to work with process and be developing a sense of the use of self as a core tool in the relationship with the client

The skills needed in this role will be those defined for the Skilled Listener, but the volunteer will be learning or have learnt to use the skills with growing depth, and this will be evident through the presence in her/his practice of the ability to:

- work within the Cruse Scotland Model of Support framework (see Intranet under Practice Skills and Training)
- use an awareness of the impact of self in the therapeutic relationship
- work with an awareness of own relationship to strong or difficult feelings
- be robust enough to be able to work with fear and anger expressed by clients
- stay with the client and tolerate the client being stuck
- be able to recognise and challenge incongruence and contradictions
- be able to work with suicidal ideation and identify clients at risk
- be able to be open and honest in exploring the use of these skills in supervision

Supervision

Make use of supervision to

- monitor the work and ensure the safety of the client and volunteer
- provide opportunities for the support, personal growth, and development of the volunteer
- start developing an awareness of unconscious processes e.g transference; counter transference; parallel process and how these might influence client work

Development

- A documented commitment to undertaking Continuing Professional Development at Cruse Scotland minimum standard of 11 hours (annually)
- An understanding of the significance of working as a reflective practitioner
- An understanding of the importance of ongoing personal growth and development arising from practice, formal training, and life experience
- Regular use of Supervision
- A basic interest in research and how it might inform practice
- Use of literature to keep up to date with current trends and thinking

Knowledge

Increasing knowledge base about bereavement including

- Understanding predisposing factors in clients
- Understanding theoretical models of bereavement and being able to critically analyse them
- Theories of counselling
- Knowledge of Cruse Scotland services and procedures

Values

All volunteers will have a genuine commitment to the Cruse Scotland basic values of

- Compassion
- Integrity
- Equality

and to achieving the overall aims and objectives of Cruse Scotland.

Work location

In Cruse Scotland premises, or other premises arranged by the Area Manager and occasionally, when *exceptional* circumstances require, in clients' homes.

Role Descriptor: Cruse Scotland Volunteer – Counsellor

Role Functions

- Provide one-to-one confidential counselling directly to bereaved people with complicated or multiple issues around bereavement
- Manages a caseload and maintains a personal record book
- Attends supervision and continuing developmental training as required by Cruse Scotland

Ethical framework

To work within the COSCA Statement of Ethics and Code of Practice

Organisational requirements

To work within the policy framework and guidelines of Cruse Scotland

Core competence

Establish, maintain, and bring to an appropriate end, a counselling relationship with a Cruse Scotland client within the framework of CBCS Model of Support

Skills

Through training or experience gained in supervised practice both within and outwith Cruse, the Cruse Scotland Counsellor will have a deepening understanding of the therapeutic relationship and will be working at or towards a level that would be recognised as accreditable by a professional body

The skills needed in this role will be those defined for the Skilled Listener, but the volunteer will have grown and developed substantially in the use of these skills in a way that enables significant relational depth to be available in the therapeutic alliance. This will be evidenced through the integrated use of a range of skills at a high level of effectiveness in the counsellor's practice including:

- use of self in the counselling relationship
- keeping self and clients separate
- being able to tolerate not knowing and not doing
- establishing boundaries, understanding the significance of boundaries and use of boundary issues in work with clients
- being able to relate theory to practice
- identifying and enabling clients to work with underlying themes
- using own feelings appropriately to enhance an understanding of the unconscious processes inherent in the counselling relationship
- being self-reflective about own work, including ability to reflect openly in supervision

Supervision

Make use of supervision to

- monitor the work and ensure the safety of the client and volunteer
- provide opportunities for the support, personal growth, and development of the volunteer
- open up and explore potentially complex or painful issues arising from counselling practice
- work openly and honestly with issues arising within the supervisory relationship, e.g. transference, parallel process

Development

- A documented commitment to undertaking Continuing Professional Development at Cruse Scotland minimum standard of 11 hours (annually)
- An understanding of the significance of working as a reflective practitioner
- An understanding of the importance of ongoing personal growth and development arising from practice, formal training and life experience
- Regular use of Supervision
- A basic interest in research and how it might inform practice
- Use of literature to keep up to date with current trends and thinking

Knowledge

Increasing knowledge base about bereavement including

- Understanding predisposing factors in clients
- Understanding theoretical models of bereavement and being able to critically analyse them
- Theories of counselling
- Knowledge of Cruse Scotland services and procedures

Values

All volunteers will have a genuine commitment to the Cruse Scotland basic values of

- Compassion
- Integrity
- Equality

and to achieving the overall aims and objectives of Cruse Scotland.

Work location

In Cruse Scotland premises, or other premises arranged by the Area Manager and occasionally, when *exceptional* circumstances require, in clients' homes.

Skills comparison table

Skilled Listener	Advanced Skills Listener	Counsellor
Negotiate and agree with the client the confidentiality framework within which the interaction will occur	Understand ethical principles (COSCA) and apply them in client work	Note and attend to what is being communicated verbally and nonverbally
Maintain and monitor the agreed boundaries	Facilitate the client to explore their own frame of reference	Open, develop and deepen relationships with clients, and bring to a satisfactory ending
Encourage the client to feel able to speak at their own pace	Convey to the client an understanding of the client's frame of reference	Use self in the counselling relationship
Listen and communicate listening to the client	Facilitate the client to explore their thinking, feelings and behaviour.	Manage own feelings arising in the relationship e.g. anxiety, distress, anger
Clarify the views and beliefs of the client in an open and positive manner	Tolerate and allow space for clients feelings	Keep self and client separate
Reflect back to the client the full communication experienced	Allow time and space for client to think and express themselves	Tolerate not knowing and not doing
Acknowledge the feelings of the client with appropriate empathic support	Facilitate the client to identify repeated behaviour patterns	Establish boundaries, understanding the significance of boundaries and use of boundary issues in work with clients Relate theory to practice Identify and enable clients to
Summarise to the client their understanding of the client's issues and relevant beliefs	Challenge appropriately	work with underlying themes and their patterns in their lives as well as the content of their story
Maintain the focus of interaction on what the client is communicating and be able to offer a personal sense of the client's issues, appropriate to the context	Be aware of own thoughts, feelings, behaviours in relation to the client and start to use these within the relationship to facilitate client process	Use own feelings appropriately to enhance an understanding of the unconscious processes inherent in the counselling relationship, including understanding and use of the 'here and now' relationship, and, transference and countertransference
Respect the client's way of being to avoid intrusive exploration	Separate own feelings and thoughts from those belonging to the client	Be self-reflective about own work including ability to reflect openly in supervision
Discuss and explore the goal of the client	Be aware of own attitudes and life experiences and how they may influence work with the client	Recognise and address issues arising within the supervisory relationship, e.g. transference, parallel process
Help the client to identify personal strengths and motivations to change		
Help the client to identify inhibiting factors and resistance to change		
Re-evaluate with the client the eventual desired outcome		
Discuss the ending and explore connected feelings		
Be able to evaluate the work done with the client		
Be able to explore future action with the client		
Be able to bring the interaction to an end in a clear and definite manner		

Changes sheet

Date	Change Details	Author
25.06.2015	Divided into 3 parts	Elaine Bayley
14.07.2017	Review date amended as per PGT request	Elaine Bayley
30.01.2024	Reviewed and name/branding updated	Matthew Haggis
01.08.2025	Reformatted document to 2025 house style	Ed Strutt