

**Providing Counselling, Support & Advocacy, Information,  
Sexual Health Resources & Services, Group Work and  
Educational Workshops, Conferences, Campaigns and  
Training for Children and Young People aged 10-25\* across the  
county of Northamptonshire (\*services are available to  
Disabled young people up to the age of 25)**

Registered Charity No.1132490

## **Information for Potential Volunteers**

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Website: [www.servicesix.co.uk](http://www.servicesix.co.uk)

## **A Brief History.....**

Service Six started helping children and young people in Wellingborough in 1979.

The Service provides Counselling, Support & Advocacy, Information, Sexual Health Resources & Services, Group Work and Educational Workshops, Conferences, Campaigns and Training for Children and Young People aged 10-25\* across the county of Northamptonshire (\*services are available to Disabled young people up-to the age of 25).

We started life in Cambridge Street, moved to the High Street for a short time, then shared premises with the African-Caribbean Centre and finally, to our present residence at 26 Rock Street.

The majority of people working at Service Six are volunteers. The Drop-in Workers and Support Workers provide services each weekday, during the day and early evening.

From 2008 to 2009 Service Six dealt with nearly 13,000 enquiries from children and young people across the county, covering a wide range of issues including:- Sexual Health, Mental Health, Abuse, Addiction, Relationships, Parental Issues, Housing and Homelessness, Bereavement and Loss to name but a few.

**Our service is free, confidential and impartial.  
We do not charge, we do not tell and we do not judge.**

We believe that young people are capable and have the right to feel in control of their lives. Sometimes all of us need independent help and support to achieve this.

As an organisational member of BACP we are bound by its Ethical Framework and Complaints Procedure.

## **Attributes.....**

To work at Service Six you do not need any special qualifications, however you do need to be a minimum age of 18 and have/be willing to develop the following attribute:-

- ✓ Empathy (not sympathy)
  
- ✓ Clear thinking
  
- ✓ Non-judgmental attitude
  
- ✓ Respect for individuals
  
- ✓ Trust
  
- ✓ Good listener
  
- ✓ Good at explaining information in a non-patronising way
  
- ✓ Open minded
  
- ✓ Broad minded
  
- ✓ Ability to deal calmly with people who are upset
  
- ✓ An understanding and commitment to confidentiality and boundaries

## Expectations...

### What you can expect from us

Training – Free basic training in information and counselling skills;

Further training on skills/issues;

Support and Supervision;

Experience of working with children and young people - helping them to make informed choices;

“Out of Pocket” expenses;

Friendly environment – working with other volunteers and paid staff;

Refreshments;

Social Events.

### What we expect from you

To commit to 3/4 hours each week;

To attend training;

To attend supervision sessions as required;

To actively oppose all forms of discrimination;

To be impartial and non-judgmental;

To abide by our policies and procedures;

To abide by the BAC Codes of Ethics and Practice.

## Frequently Asked Questions.....

- Q.** What work will I be expected to do?
- A.** **Once full training has been received you will be able to provide condom demonstrations and pregnancy testing;**  
**Listen to Clients issues;**  
**Advocacy work;**  
**Detached work;**  
**Working in schools;**  
**Project work;**  
**General Administration;**  
**Design display boards.**
- Q.** Who will I be working with?
- A.** **With trained drop-in and support workers who are volunteers and Service Six staff, to provide information, drop-in and support services to Young People aged 10 to 25\***
- Q.** What sort of problems will I be dealing with?
- A.** **A surprising range! – Most commonly to do with sexual health, family issues, relationships and emotions.**
- Q.** What experience and skills will I need?
- A.** **You will be provided with training. Life experience and the right attributes are what counts (see our checklist of attributes).**
- Q.** What training is involved and how long does it take?
- A.** **Initially, 75 hours over several weeks eventually leading to Certificate in Counselling Skills**
- Q.** When & where will I be asked to work? Will expenses be paid?
- A.** **Flexibly!**
- (i) A minimum of 2 hours Drop-in or Support work a week;
- (ii) We have a number of bases across the county at:
- Rock Street, Wellingborough
  - Kingswood Community Centre, Corby
  - The Connaughty Centre, Corby
  - The Moor Road Youth Centre, Rushden
  - Connexions, Kettering
  - Judith Road, Kettering

- Southbrook Community Centre, Daventry
  - The Volunteer Centre, Brackley
  - SNVB Volunteer Centre, Towcester
  - Unity School, Northampton
  - Moulton School, Northampton
  - Thorplands Community Shop, Northampton
  - Need to Know Shop, Kings Heath, Northampton
  - Connexions Office, Northampton
- (iii) Reasonable expenses are paid.

**Q.** Sounds good so far – what is in it for me?

**A.** **Volunteering can benefit both your career and social life:-**

- ➔ Your career in terms of access to accredited training, work experience, new skills and ideas to boost your employability.
- ➔ Your social life – friendly working environment, meeting new people, social events, getting more involved in your community.

## Interested?

To take the next step please email  
[lindseysmith@servicesix.co.uk](mailto:lindseysmith@servicesix.co.uk)  
To register your interest and take things further.