

COUSSELLING SUPPORT POLICIES FOR BEYOND SUPPORT FOUNDATION

1. Introduction

Beyond Support Foundation is committed to providing high-quality counseling support services to teenage single mothers and women with vitiligo. Our mission is to empower and uplift these individuals by offering them comprehensive emotional, psychological, and social support. These policies are designed to outline the framework and standards that will guide our counseling support services to ensure excellence, complexity, and professionalism in our approach.

2. Purpose

This policy outlines the principles and code of ethics from which Beyond support foundation operates in delivering its counselling service. It also outlines procedures and practise in relation to administration, counsellor. this operating procedures and practice guidelines document is to make clear the procedures and practice guidelines that all therapists, contracted to work for or working in a voluntary capacity for beyond support foundation, are required to abide by.

3. Scope

The scope of this operating procedures and practice guidelines document is to make clear to therapists (contracted and volunteer) the procedures and practice guidelines that they are required to abide by while seeing clients on behalf of the beyond support foundation.

This document is intended for contracted and volunteer therapists seeing clients on behalf of Beyond support foundation. The clients that are referred to in this document are teenage single mother that are being supported by beyond support foundation, this counselling can happen either, face to face, over the telephone or online.

4. Objective(s)

The objective(s) of this procedures document are to ensure that all therapists contracted or volunteering on behalf of beyond support foundation are fully aware of the policies that they are required to adhere to when dealing with clients.

To provide one-to-one counselling sessions with fully qualified male or female counsellors who will listen without prejudice in a confidential and private setting.

To provide one-to-one counselling sessions with trainee male or female counsellors, ensuring that students are informed and accepting of the counsellor's trainee status.

5. Confidentiality and Privacy

2.1. Confidentiality is of paramount importance. All information shared during counseling sessions, whether in person or online, will be kept strictly confidential. Counselors are required to maintain the highest ethical standards in preserving the privacy of our clients.

2.2. Exceptions to confidentiality include situations where there is a risk of harm to the client or others, as well as cases involving child abuse or neglect. In such instances, counselors will follow mandated reporting procedures in accordance with local laws and regulations

6. Qualifications and Training

3.1. All counselors at Beyond Support Foundation must possess appropriate qualifications and relevant experience in counseling and psychotherapy.

3.2. Our counselors are expected to undergo continuous professional development to stay updated with the latest research, best practices, and cultural sensitivity training to serve our diverse clientele effectively.

7. Individualized Support Plans

7.1. Each client will receive an individualized support plan developed in collaboration with the counselor. This plan will be tailored to meet the unique needs, goals, and circumstances of the client.

8.1. Support plans will encompass various aspects of the client's life, including emotional well-being, parenting skills, career development, and self-esteem enhancement for women with vitiligo.

8. Ethical Practices

Counselors at Beyond Support Foundation adhere to a strict code of ethics that prohibits any form of discrimination, judgment, or bias. We provide a safe and non-judgmental environment for all clients.

Dual relationships with clients are to be avoided, and boundaries are to be maintained to ensure the professionalism of our services.

9. Accessibility

Beyond Support Foundation is committed to providing accessible counseling services. We offer both in-person and virtual counseling sessions to accommodate the needs and preferences of our clients.

For clients facing financial constraints, we will strive to provide affordable or sliding-scale fee options to ensure counseling support is accessible to all.

10. Evaluation and Continuous Improvement

We regularly evaluate the effectiveness of our counseling support services through client feedback and performance metrics.

Our foundation is dedicated to continuous improvement and will implement changes to policies and practices as needed to enhance the quality of support provided.

11.Cultural Sensitivity

Beyond Support Foundation acknowledges and respects the diverse cultural backgrounds of our clients. Our counselors will receive training to ensure cultural sensitivity and competence.

We aim to provide counseling services that are inclusive and culturally appropriate to all individuals, regardless of their cultural or ethnic background.

12.Code of conduct

Client confidentiality

Beyond support foundation counselling service ensures the confidentiality of our clients. Contracted or Volunteering counsellors sign up to confidentiality and it is a disciplinary offence. Confidentiality is a central and integral part of the counselling process, it offers safety and privacy to those who choose to discuss personal and private concerns and it safeguards against any inappropriate or unnecessary disclosures. Information, written or verbal, given to the Service will be held in the strictest confidence.

Limits to Confidentiality

In exceptional circumstances counsellors may need to break confidentiality.

This occurs in one of two ways:

1. If a strong belief exists that there is a serious risk of harm or danger to either the client or another individual. This may relate to issues surrounding sexual/physical/emotional abuse; child sexual abuse; child protection issues; rape; self-harm; suicidal intent; violence or criminal activity.
2. Occasions when disclosure is required as part of a legal process in an investigation.

In such instances information may be disclosed to significant others or appropriate third parties without permission being sought. Where possible a full explanation will be given to the client regarding the necessary procedures and intended actions that may need to be taken.

13.Record Keeping

The Counselling Service keeps computerised records. These are kept to assist the counsellors in their work with the client. In addition, they help to ensure the service is accountable, and monitored and evaluated regularly in order to identify service improvements.

The policy on confidentiality and the purpose of record keeping will be explained to all clients using the Counselling Service. The clients' consent to collect and record all Information will be obtained

14. Grievance and Feedback Mechanism

We encourage clients to provide feedback, raise concerns, or file grievances regarding their counseling experience. Beyond Support Foundation has a formal process for addressing and resolving such issues promptly and transparently.

15. Conclusion

These Counseling Support Policies for Beyond Support Foundation are designed to uphold the highest standards of professionalism, complexity, and excellence in our counseling services. We are dedicated to providing unwavering support to teenage single mothers and women with vitiligo, ensuring their well-being, empowerment, and successful integration into society.

