

Membership Level (Please indicate 1 or 2)

Associate Name.....

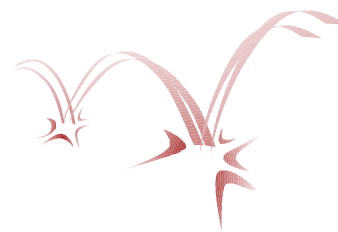
Signature.....

Date.....

(on behalf of Phoenix Counselling Service)
Name.....

Signature

Date.....



Updated 2007

0208 984 9887

494 Heathway

Dagenham

RM10 7SH

info@phoenix-
counselling.co.uk

www.phoenix-counselling.co.uk

Phoenix Counselling Service

~ Associate Agreement

Booklet

PCS is a Not
for
Profit agency

A BACP
ACCREDITED
SERVICE



Contract

You will have direct contact with the Phoenix Counselling Service Administrator, who will manage your referrals, and thereafter to the Steering Group.
You are responsible for abiding by the terms of this contract.
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 hold professional indemnity insurance, copy on file with PCS and a CRB check.
You will make appropriate arrangements for personal therapy throughout your association with PCS.
You will make appropriate arrangements for supervision throughout your association with PCS, that satisfies BACP guidelines.
You will pay all fees due to PCS at the end of each month or each quarter as specified in this contract.
You will return a monthly/quarterly time sheet indicating assessment sessions and "sixth sessions" you have held.
You will see clients at your own practice and hold necessary insurance.
You will be informed of Phoenix Counselling Service's internal complaints and grievance procedure and abide by it.

Professional Development

You will make appropriate arrangements for professional development throughout your association with PCS, that satisfies BACP guidelines.
You can expect that Phoenix Counselling Service will act in a professional manner throughout our association in accordance with the recommendations of BACP.

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 on web site)

Health & Safety

You will make appropriate arrangements for your own and the client's health and safety throughout your association with PCS, that satisfies BACP guidelines.
Phoenix Counselling Service unreservedly supports counsellors reporting physical attacks, threatening or unlawful behaviour, to the appropriate authorities.

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 receiving client referral for a specified time. In the event the matter cannot be resolved internally, it will be taken to BACP and professional conduct procedures followed.

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.

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.

Membership Rates

Membership Level 1 Fee £15 quarterly.

You receive referrals only.

Membership Level 2 Fee £15 monthly.

You receive referrals and, as a full member of PCS, a guaranteed place at each seminar (no fee), the right to stand as an associate representative for the Steering Group, full voting rights at the AGM.

Membership fees are payable by 1st of the month in advance - payment by standing order welcome.

Referral Fees

For each assessment attended you pass £35 to PCS

After the sixth session attended you pass the client's fee for that session to PCS.

Please include any referral fees when you pay your membership