

Support Work

A guide to our support services at Relationships Scotland Orkney

Individual Support

Our support service provides a safe, confidential place for people to explore difficulties in their relationships and to address a range of other issues. Support work concentrates on practical outcomes and providing advice. Depending on an individual's situation, this could include helping to improve communication between family members, or developing ways to manage stress, anxiety, and depression. It can also help people deal with issues such as low self-esteem, bullying, loneliness/isolation, or addiction. If requested, our support workers can liaise with other services on a person's behalf, for example Community Mental Health Services, Child and Adolescent Mental Health Services, Citizens Advice Bureau.

Children and Family Support

Our children and family support worker can provide support for primary aged children and/or parents and carers. The support worker can help children to improve their confidence, resilience, and ability to cope, and can work with parents/carers and family members to improve understanding of children's needs. If requested, the support worker can liaise with other services such as Child and Adolescent Mental Health Services and schools.

Who is it for?

Support is available to anyone who feels that they could benefit from talking to someone. Our team of general support workers can work with young people and adults. Our specialist children and family support worker can work with primary aged children and families.

Other services at Relationships Scotland Orkney

If appropriate, our support workers can refer to other services at RS Orkney. This could include individual or relationship counselling (for people aged 16 and above), specialist alcohol and drug support, play therapy for primary aged children, family mediation and our child contact centre. Please visit our website for more information on other services at RS Orkney.

How do people make an appointment?

You can simply phone or email using the contact details below. With a person's permission, other agencies (such as a GP, teacher, or social worker) or family members can refer on their behalf. We will usually respond within one working day of being contacted, and people are offered an initial intake appointment within a week of referral to discuss which of our services might best meet their needs.

Who are our practitioners?

Counsellors, mediators and play therapists are qualified to post-graduate level and maintain high professional standards. They are all registered with the relevant professional body (COSCA, BACP, BABCP, PTUK), undertake regular Continuing Professional Development and receive regular clinical supervision. To practise with us they must undergo an annual registration process with Relationships Scotland, Scotland's largest provider of relationship counselling, family mediation and child contact centre services. Our support workers have undertaken basic counselling and other specialist training and undertake regular Continuing Professional Development.

Fees

We do not charge for most services, but we are a charity and rely on donations. We suggest a contribution of £20 per session for those who are able to pay. There is no expectation of a donation from clients who are in full-time education or on a low income. Please speak to our Client Liaison Worker if you would like to discuss making a donation.

Contact us

Relationships Scotland Orkney
First Floor Right
Kirkwall Travel Centre
West Castle Street
Kirkwall
KW15 1GU

01856 877750
enquiries@rsorkney.org.uk
www.rsorkney.org.uk

The office is staffed Monday - Friday 10.00 - 2.00. Appointments can be arranged at other times.

Relationships Scotland Orkney is committed to the promotion of equal opportunities in all its work.

