

## SAINT FRANCIS HOSPICE

### JOB DESCRIPTION

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| <b>JOB TITLE</b>         | Specialist Counsellor  |
| <b>GRADE</b>             | 6a   |
| <b>HOURS OF DUTY</b>     | 22.5 hours per week / 3 days   |
| <b>REPORTS TO</b>        | Family & Individual Support Services Manager   |
| <b>KEY RELATIONSHIPS</b> | Family & Individual Support Services Manager, Family & individual Support Services Team, Hospice Multi-Disciplinary Team, those who use our services |
| <b>RESPONSIBLE FOR</b>   | Providing specialist and qualified counselling intervention to and assessment those referred to the service, both on the Ward and in the community   |

### JOB SUMMARY

Working with the hospice MDT to provide specialist psychological assessments of people with palliative care needs, based upon the appropriate use, interpretation and integration of complex psychological data following interviews with patients, families/carers and others involved in the patients care.

To assist with induction and ongoing support/education of Students/Volunteers in the service

### MAIN DUTIES AND RESPONSIBILITIES

1. To work with the Ward, Pemberton Place and Community patients to provide specialist psychological assessments as per job summary.
2. To support carers, relatives, and significant others through direct and indirect methods
3. To be responsible for implementing a range of psychological interventions for individuals, couples, carers, families, and groups within palliative care, drawing upon different explanatory models, including 1-2-1 work, groups, and activities
4. To provide specialist psychological advice, guidance, and consultation to other professionals
5. To participate in developing and delivering teaching, training, and education in the specialist field of psychosocial constructions and understandings of terminal illness experience to the MDT staff teams

6. To receive regular supervision from an appropriately trained and senior counsellor
7. To continue to develop own skills and knowledge through CPD by attendance at related teaching events, conferences etc.
8. To attend hospice meetings as required
9. To undertake data entry onto approved IT systems of patient information, taking full account of the need to balance the highest standards of confidentiality with the need for clear communication.
10. To maintain the highest standards of clinical record keeping including electronic data entry recording and report writing – via patient notes, hospice i-Care system and Health Analytics
11. To maintain up to date knowledge of legislation, national and local policies and issues in relation to both the specific client group and mental health
12. To ensure that an appropriate range of supportive information leaflets, referral agencies and other literature is available for patients and families as required.
13. To participate as a member of the Family & Individual Support Services team, attending team meetings and any other meetings as required
14. Any other appropriate tasks agreed with the Family & Individual Support Services Manager

#### **HOSPICE-WIDE**

1. To participate as a member of the MDT in the delivery of specialist therapeutic intervention to patients with life-limiting illness, bereaved relatives including children and young adults, friends/carers and to offer a psychological and psychotherapeutic perspective.
2. To attend MDT meetings, staff meetings and department development meetings, where necessary
3. To sensitively share relative patient/family/carer information in support of the care of the patient and their families where necessary
4. To work with all hospice teams to identify those people potentially at risk in bereavement.
5. To provide 1-2-1 counselling to patients and families during illness and in bereavement to maintain a client caseload as per NICE Guidelines
6. To support Quality and Care HoDs in the facilitation and delivery of ad-hoc reflective practice sessions to healthcare, nursing professionals and other hospice professionals

7. To keep and report on where necessary comprehensive statistics for the Psychology service in accordance with local and national requirements.
8. To undertake Safeguarding Training and be part of the Safeguarding Leads team for the organisation

### **VOLUNTEERS**

1. To advise and co-ordinate voluntary input into the Bereavement Service where required
2. To support when required the Family & Individual Support Services Manager in the recruitment and selection of the Volunteer Bereavement Counsellors and to co-facilitate a programme of induction training, ongoing education and continuing personal development.
3. To provide tutorial and supervision support to volunteers
4. To participate in development and provide Induction training to volunteers

### **EDUCATION**

1. To participate in the hospice 'Champion' work streams
2. To lead and participate in clinical audit and forums promoting the work of the Family & Individual Support Services team.
3. To support and environment where learning and opportunities are actively encouraged supporting staff and promoting continual learning and reflection.
4. To participate in the Saint Francis Hospice education programme through preparation and delivery of higher education and the provision of short courses and study days
5. To provide education to students of different disciplines attending courses and seminars at the hospice Education Centre
6. To participate in in-house education sessions for qualified and unqualified staff and volunteers on a variety of psychosocial issues, both formally and informally
7. To provide outreach work in the community and internally on the issues of Psychological Care of the Dying, Total Pain and Grief, Loss, and Bereavement

### **PROFESSIONAL**

1. To contribute to the development and maintenance of the highest professional standards of best practice through adherence to the Ethical Framework for good practice in counselling and psychotherapy as defined by the British Association of Counselling and Psychotherapy
2. To participate in external Supervision

3. To provide Supervision to volunteer Counsellors in accordance with BACP guidelines
4. To adhere to the policies and conditions of service of Saint Francis Hospice relating to sickness and absence, conduct, Health and Safety, Data Protection and any others that are relevant.
5. To take responsibility for own professional and personal development which will be monitored in supervision sessions through the hospice appraisal system.
6. To keep up to date with developments in the field of Psychotherapeutic and Psychosocial issues in Palliative Care
7. To have an understanding of the importance of multi-professional team working and the ability to promote it within the organisation.
8. To have an understanding and awareness of behaviours and interpersonal skills that are vital to effective team working and practice them at all times.
9. To participate in hospice professional developments systems and work towards achieving professional and personal objectives

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**OTHER REQUIREMENTS**

1. Some information received or supplied during the course of duty will be of a confidential nature – confidentiality is not to be breached and is a disciplinary matter.
2. To ensure that all data is managed within the requirements of the Data Protection Act
3. To report any accidents/incidents or potential hazards and to work in accordance with the hospice's Health and Safety at Work policy.

## **ADDITIONAL REQUIREMENTS OF POSTHOLDER**

**SENSITIVITY AND PROFESSIONALISM:** As an employee of Saint Francis Hospice, you should expect that it is likely that you will come into contact with patients, their families and members of the public who are at the end of life or recently bereaved. All employees are expected to respond to people recounting and expressing their emotions about such events with sensitivity and understanding, and to know enough about the services that the Hospice provides to be able to signpost people who may benefit from our services to the relevant contacts.

**CONFIDENTIALITY:** The post holder must maintain confidentiality, security and integrity of information relating to patients, staff, and other hospice matter during the course of duty. Any breach of Confidentiality may become a disciplinary issue.

**DATA PROTECTION:** It is the responsibility of all staff to be aware of their obligations in respect of the Data Protection Act 2018.

**EQUAL OPPORTUNITIES:** The hospice is committed to the development of positive policies to promote equal opportunity in employment and has a clear commitment to equal opportunities. All employees have a responsibility to ensure that they understand the standards expected and that they promote and adhere to the equal opportunity measures adopted by the hospice.

**HEALTH AND SAFETY:** All staff must be familiar with section 2 of the Health & Safety Policy, Organisation of Health, and Safety. This document sets out the responsibilities of all staff for health and safety, whether in a supervisory capacity or not. Policy section 3 (arrangements for Health and Safety) provides an overview of training for competence in Health and Safety matters.

**HOSPICE IDENTITY BADGES:** Hospice ID badges must be worn at all times whilst on duty.

**SMOKING:** The hospice acknowledges its responsibility to provide a safe, smoke free environment, for its employees, service users and visitors. Smoking is therefore not permitted at any point whilst on duty, in accordance with the guidelines set down within the Hospice No Smoking Policy.

### **REGISTRATION COMPLIANCE/CODE OF CONDUCT:**

All employees who are required to register with a professional body to enable them to practice within their profession are required to comply with their code of conduct and requirements of their professional registration.

**WORKING TIME REGULATIONS:** The 'Working Time Regulations 1998' require that you should not work more than an average of 48 hours in each week. For example, in a 26-week period you should work no more than 1248 hours.

*Please note that this job description is not definitive or restrictive in any way. It is a guide to the responsibilities of the role. It may be reviewed, in consultation with the post holder, in light of changing circumstances and the changing needs of the Hospice.*

*The post holder will be expected to perform any other such duties as might reasonably be required by the Director and will work in accordance with all Hospice Policies and Procedures.*

*In an emergency, all staff may be required to work different hours or carry out different tasks to those set out in their contracts of employment. This will be done in consultation with individuals and taking into account any special circumstances that may exist.*

## PERSON SPECIFICATION

### JOB TITLE

| E = ESSENTIAL  | D = DESIRABLE |
|--|---------------|
| <b>Demonstrating the Hospice Values – Supportive, Compassionate, Inclusive and Respectful, Professional, Always Learning</b><br><i>This section is mandatory do not change</i>   |               |
| <p><b>Supportive</b> - The ability to listen to and value peoples' experience and use them to give the personal support that is right for everyone.</p> <p><b>Compassionate</b> - The ability to be kind and treat everyone we meet with care and compassion. The ability to be friendly and put people at the heart of our actions and words, supporting people's choices and decisions, helping them to feel safe, secure, and valued.</p> <p><b>Inclusive and Respectful</b> - The ability to be open and transparent and value each person's individuality. To be able to show respect for everyone and value diversity. To be mindful that our different experiences and knowledge make us stronger and together we achieve more.</p> <p><b>Professional</b> - The ability to do your best, in providing the appropriate care and expertise to those who need us and support us.</p> <p><b>Always Learning</b> - The ability to be open and outward looking, always ready to adapt and change, looking for better ways of doing things, by learning from each other and from the ever-changing world around us.</p> | <b>E</b>      |
| <b>Qualifications &amp; Training</b>   |               |
| <input type="checkbox"/> Degree and professional qualification in counselling/psychology, or equivalent experience   | <b>E</b>      |
| <input type="checkbox"/> Accreditation with a counselling profession (BPS, BACP, etc)  | <b>E</b>      |
| <input type="checkbox"/> Evidence of Continuing Professional Development   | <b>E</b>      |
| <input type="checkbox"/> Diploma in Supervision or working towards supervision qualification/ equivalent supervision qualification   | <b>E</b>      |
| <input type="checkbox"/> Training in palliative care and bereavement   | <b>D</b>      |
| <b>Skills/Abilities/Knowledge</b>  |               |
| <input type="checkbox"/> Excellent communication skills, both written and verbal presentation skills with the ability to communicate and manage highly complex and emotive issues  | <b>E</b>      |
| <input type="checkbox"/> Working knowledge of IT Microsoft word, excel, Outlook email and database entry systems   | <b>E</b>      |

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|---|----------|----------|
| <input type="checkbox"/> Strong interpersonal skills with ability to communicate effectively at all levels  | <b>E</b> |          |
| <input type="checkbox"/> Ability to demonstrate knowledge of hospice work coupled with enthusiasm and commitment to the work of the hospice           | <b>E</b> |          |
| <input type="checkbox"/> Ability to work alone and as part of a team  | <b>E</b> |          |
| <input type="checkbox"/> Ability to prioritise and manage time effectively and manage workload with competing priorities                              | <b>E</b> |          |
| <input type="checkbox"/> Knowledge of best practice, standards and latest evidence base for psychological therapies, bereavement, and palliative care |          | <b>D</b> |
| <input type="checkbox"/> Ability to maintain appropriate boundaries   | <b>E</b> |          |
| <input type="checkbox"/> Motivated, enthusiastic, and innovative in approach to teaching as an integral member of the multidisciplinary team          | <b>E</b> |          |
| <input type="checkbox"/> Ability to evaluate the quality & effectiveness of services  | <b>E</b> |          |
| <input type="checkbox"/> Ability to manage & contain high levels of emotional distress  | <b>E</b> |          |
| <input type="checkbox"/> Regard for others & respect for individual rights of autonomy and confidentiality  | <b>E</b> |          |
| <b>Experience</b>   |          |          |
| <input type="checkbox"/> Significant experience as a counsellor in specialist palliative care   | <b>E</b> |          |
| <input type="checkbox"/> Significant counselling experience using a range of psychological techniques   | <b>E</b> |          |
| <input type="checkbox"/> Experience of communicating complex psychological issues clearly to patients, carers, and other professionals                | <b>E</b> |          |
| <input type="checkbox"/> Experience of working autonomously as well as part of a multi-professional team  | <b>E</b> |          |
| <input type="checkbox"/> Experience in providing counselling/psychological therapy supervision  | <b>E</b> |          |
| <input type="checkbox"/> Experience of working with people facing death & bereavement   |          | <b>D</b> |
| <input type="checkbox"/> Experience of leading groups for patients and carers.  |          | <b>D</b> |
| <input type="checkbox"/> Knowledge and understanding of CQC requirements  |          | <b>D</b> |
| <b>Other Requirements</b>   |          |          |
| <input type="checkbox"/> Ability to understand and maintain the importance of confidentiality   | <b>E</b> |          |
| <input type="checkbox"/> Flexible approach to work and changing priorities  | <b>E</b> |          |
| <input type="checkbox"/> Ability to travel efficiently and effectively to various locations within the hospice catchment area                         | <b>E</b> |          |
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I confirm that I have read the Job Description/Person Specification and the duties contained therein and accept the conditions of this role.

NAME:

SIGNATURE:

DATE: