

JOB DESCRIPTION

Job Title	Counsellor	Salary	Hospice Framework Pay Point 11
Hours	Part-time, one day (7.5 hours) per week on a weekday	Working hours	9am-5pm
Responsible to	Senior Counsellor	Department	Supportive Care
Location	North Devon Hospice, Deer Park, Barnstaple, Devon EX32 0HU		

Job Purpose

To provide therapeutic counselling and group support to hospice clients, adults and children, who are experiencing the emotional and spiritual impact of life threatening illness, death and bereavement.

Main Responsibilities

- To assess and help hospice clients explore which therapeutic services offered by the Supportive Care Department would be appropriate and of benefit to them and allocate to the appropriate Supportive Care staff and/or signpost them to other agencies where necessary.
- To provide counselling, offering a safe, boundaried relationship within which a person can experience the freedom and relief of being listened to with compassion and without judgement.
- On occasions, facilitate therapeutic and informal groups where group members are supported in exploring any troubling unknown territory and sharing issues and concerns they may not feel able to speak freely of elsewhere.
- To prioritise and manage a caseload.
- To provide a service that is flexible and responsive to client need.
- To engage in co-operative relationships with all hospice staff and volunteers and external agencies and organisations.
- To keep accurate client records on the hospice computer system and compile reports as required.
- To participate in the monitoring, review and auditing of the therapeutic services provided.
- To attend to personal and professional growth and development.
- To actively participate in supervision.
- To comply with all standards and guidelines set by the British Association of Counselling and Psychotherapy.

Additional Information

- To complete statutory training in accordance with Hospice requirements
- To participate in an annual development and review process
- Adhere to all organisational policies and procedures
- Actively participate in the hospice risk management process in order to help safeguard the welfare of patients, visitors and staff and to take responsibility for reporting risks and managing risks as appropriate.
- All staff are responsible for ensuring that they follow good infection control practice at all times and that they are familiar with infection control policies, procedures, and guidance relevant to their area of work.
- Understand your role in the safeguarding of adults and children by being able to identify risks, and recognise signs of harm, abuse or neglect including how to report concerns and take immediate action to protect a person at risk of harm or abuse.

Core Competencies

- Act as ambassadors for the Hospice
- Demonstrate kindness and a genuine commitment to quality, openness, honesty and integrity
- Demonstrate accountability and take personal responsibility for our own actions, decisions and performance and keeping up to date with professional practice
- Promote a culture of learning, displaying the confidence to succeed and fail and overcome obstacles to achieve the best outcome for the hospice
- Communicate effectively, calmly and constructively, adapting our approach to the needs and concerns of others
- Show deep motivation to make a real difference to our patients and their families
- Act as 'One Team', working in collaboration and proactively supporting patient, fundraising and volunteer events outside our day to day roles
- Understand the impact of our own emotions on ourselves and others and notice negative or unsettling emotions on others, providing support where appropriate
- Contribute to the performance and objectives of the team / service, in a positive way
- Value, respect and promote equality and diversity, taking appropriate action if ethics and values are compromised

Strategic Thinking and Setting Direction

- Proactively promote and engage in change and model the changes expected
- Work with colleagues and other professionals internally and externally to critically analyse practice and use evidence and feedback, both positive and negative, to identify options, risks and solutions
- Look ahead and track changing priorities, integrating information from multiple sources, analysing the impact, appropriately escalating risks and issues and acting on emerging opportunities quickly and decisively

Sharing the Vision and Delivering the Service

- Have a flexible approach and establish ongoing plans to deal with the more complex and difficult issues
- Support, coach and mentor others, asking questions to empower them to work out the answers for themselves, enabling the team to perform at its best, sharing learning to build success within and beyond the team
- Contribute to shaping future plans together with the team, linking tasks to organisational goals, being mindful of resources
- Understand and interpret relevant legislation and accountability frameworks

Leading People

- Pay close attention to what motivates individuals in his / her team so that he / she can channel his / her energy so they deliver their objectives
- Employ strategies to manage conflict of interests and differences of opinion
- Give people the belief that change is achievable and that their contribution matters, encouraging the team to identify problems and solve them
- Demonstrate that the health and wellbeing of his / her team are important to him / her
- Encourage the team to deliver on the shared purpose, as much as on their individual objectives, looking out for opportunities to celebrate and acknowledge high standards

This job description may be reviewed in consultation with the post holder and in light of any changing service requirements. The job description is not exhaustive; other duties commensurate with the post may be required from time to time.

July 2021