

Supportive Care Counsellor and Therapeutic Group Facilitator



Working with us is awesome!

We see first-hand the importance of focusing on the life in our days not the days in our life. As such we recognise that to be happy in life you need to feel supported, content, motivated, passionate and have fun in the work you do. So with that in mind, we have flexible working arrangements to support the other things going on in your life. You will have a minimum of 35 days leave, including bank holidays, and an additional day off for your birthday (all leave is pro rata for part time staff). We have a broad range of special leave support ranging from adoption to pawternity leave (no that's not a spelling mistake; you have leave when getting a new pet!). We pride ourselves on our fair and transparent pay. In addition, we provide a contributory pension scheme as well as enhanced sick pay. Your wellbeing is essential. We provide an extensive wellbeing programme which includes a free employee assistance programme and a health cash plan. Your opinion also matters so we regularly ask for your input and feedback on how we can improve and on key organisational initiatives. We are here for the whole community and we value the diversity everyone brings to our team. We want you to grow, so we will support you with your learning and development throughout your career with us. As a charity, we are all about pre-loved and sustainable retail and, at all our sites, we care about the impact we are having on our environment. The key thing though on why working with us is awesome is simple: you will make a difference to peoples' lives. You will enable care and support to be given to people when they are feeling at their most scared and vulnerable.

Our Mission is Simple

To provide outstanding care and support to the community of North Devon who are impacted by a life limiting illness.

Supportive Care Department Vision

As a team, our outstanding, person-centred palliative care positively impacts on the physical, social, emotional and spiritual wellbeing of our patients and their relatives and carers, continuing into bereavement.

It is important to us that all our colleagues:

- Act as an ambassador for the hospice
- Show deep motivation to make a real difference to our patients and their families
- Are kind
- Are honest, open and operate with integrity
- Are personally accountable and take responsibility for their own actions, decisions, performance and professional development
- Approach their role with fun, positivity and a growth mindset – and want to learn
- Are not scared to try new things and know that to succeed, sometimes they will have to overcome obstacles to achieve the best outcome for the hospice
- Are proactive in seeking out the information they need to do their job and in sharing information with their colleagues to enable them to do their jobs
- Listen and communicate effectively, calmly and constructively, adapting their approach to the needs and concerns of others
- Are collegiate and act as 'One Team', working in collaboration with their colleagues within and outside of their team
- Understand the impact of our own emotions on ourselves and others and notice negative or unsettling emotions on others, providing support where appropriate
- Show empathy when noticing unsettling emotions in others
- Show commitment to continue to develop your skills and knowledge to improve client experience
- Speak up when they have worries or concerns and take appropriate action if their values are compromised

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- Are open about when they have made a mistake and are proactive in resolving it
- Value and respect others and promote equity, diversity and inclusion

To succeed in this role you will have:

- A qualification in Counselling or Psychotherapy to at least level 4 diploma. Or equivalent therapeutic qualification
- Highly developed communication and assessment skills
- Experience of working with loss and grief
- An understanding of the emotional and spiritual impact of illness, loss and suffering
- Awareness of current issues in palliative and end of life care.
- Experience of one-to-one interventions and demonstrable skills in counselling.
- Experience of facilitating therapeutic group work, and/or running groups to support wellbeing
- An understanding of the nature of the therapeutic relationship
- Computer literacy, including Word and Excel
- The ability to be proactive and to take initiative
- The ability to bring creativity and flexibility in order to meet client needs
- An awareness of own strengths and limitations and to understand the need for resilience and how you will maintain this.
- Sensitivity and understanding
- Ability to work collaboratively in a team but also manage a client caseload independently and without direct supervision.
- The ability to be calm in emotionally charged situations
- The ability to cope with change and uncertainty
- BACP, or equivalent body, registration
- The ability to travel across North Devon without reliance upon public transport

In this role you will be responsible for:

- Providing outstanding therapeutic care through one-to-one counselling and facilitation of therapeutic groups; to support adults and children who are experiencing the emotional and spiritual impact of life-threatening illness, death and bereavement.
- Fostering good working relationships and communicating with members of the multi-disciplinary team (MDT), other healthcare professionals and users of the service to ensure the delivery of high standards of Person-Centred supportive care for patients and their families.
- Contributing to MDT meetings, ensuring all contributions are timely, relevant, and reflective of the patient's emotional and psychological care needs, whilst honouring confidentiality agreements
- Assessing patient need, planning and leading the delivery of counselling and therapeutic interventions to a consistently high standard in the context of specialist palliative and supportive care. Counsellors will identify the level of support required, recording contact appropriately to ensure client confidentiality.
- Offering a safe counselling relationship within which a person can experience the freedom and relief of being listened to with compassion and without judgement
- Planning, facilitating and developing therapeutic group work, helping clients to explore their emotions and enhance their quality of life.
- Working with the Team Lead to develop a multi-layered approach to pre and post bereavement support.

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- Coordinating the admission, review, and discharge of patients within your caseload, ensuring smooth transitions and appropriate referrals to other services as required.
- Contributing to the development and maintenance of the highest professional standards of practice, through active participation in internal and external training.
- Delivering training and education for staff and external organisations as required. Sharing your expertise in counselling, spiritual care at end-of-life and bereavement issues.
- Participating in monthly external clinical supervision and internal peer supervision sessions, to reflect on sessions and continuously review safe practice for yourself and your clients.
- Collaborating with peers to review and refine counselling methods.
- Providing ad hoc individual or group clinical supervision for volunteers and Clinical staff.
- Complying with all standards and guidelines set by the British Association of Counselling and Psychotherapy (BACP) Ethical Framework or other equivalent regulatory body.
- Ensuring that you always follow good infection control practice and that you are familiar with infection control policies, procedures, and guidance relevant to your area of work
- Understanding 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

This role is subject to enhanced DBS clearance.

Your competency framework – you will:

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 your team so that they can channel their 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 your team are important to you
- 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

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In addition we will ask you to:

- Promote diversity and inclusion in all that you do
- Complete statutory training in accordance with hospice requirements
- Participate in personal development and review processes
- Adhere to all organisational policies and procedures
- Actively participate in the hospice risk management process to help safeguard the welfare of patients, visitors and staff and to take responsibility for reporting risks and managing risks as appropriate
- Follow good infection control practice at all times and maintain an up-to-date knowledge of the infection control policies, procedures, and guidance relevant to your area of work

The small print:

- This job description may be reviewed in consultation with you 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

November 2025