



Job Description & Person Specification

Douglas Macmillan Hospice
Barlaston Road, Stoke-on-Trent, ST3 3NZ

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Job Title:	Counselling & Emotional Support Service Administration Assistant
Responsible to:	Counselling & Emotional Support Service Coordinator
Accountable to:	Wellbeing Team Manager
Published:	April 2017
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Job Summary:

The post holder has responsibility for assisting the Counsellors, Service Coordinator and the Bereavement Counsellors with general administrative duties for the Counselling & Emotional Support Service.

The post holder will assist the Counselling & Emotional Support Service Coordinator in the provision of the Bereavement Service.

The post holder will plan and organise their work schedule and tasks.

Duties & Responsibilities:

1. To undertake general administration duties to assist the Counselling & Emotional Support Service.
2. To keep and maintain a general filing system(s) within the Counselling & Emotional Support Service.
3. To maintain and update the office diary, and arrange appointments for the Volunteer Bereavement Counsellors as directed by the Service Coordinator.
4. To provide and receive enquiries/telephone calls; respond appropriately with empathy, understanding and redirecting/signposting as necessary.
5. To input data onto the computer system to ensure that databases are maintained.
6. To collate the bereavement mailing and follow up all associated queries.
7. Maintain departmental resources and monitor stationery stocks.
8. Develop good working relationships with colleagues in the department and other outside agencies.
9. To receive, collate and record all new referrals for the Counselling & Emotional Support Services.
10. To ensure that all new clients referred/accepted for bereavement counselling receive the department's written information offering options and choices in line with service specific protocol.
11. To ensure that all new patients/clients, referred/accepted, for the service receive acknowledgement of receipt of referral in line with service specific protocol.

12. To input and maintain comprehensive records, relating to work allocated to bereavement counsellors to ensure that hours completed, and hours in the service, are collated accurately and emailed to the Counselling & Emotional Support Service Team.
13. Assist the Service Coordinator with the recording of the work allocated to the bereavement counsellors.
14. Some out of hours working may be necessary within the overall contractual hours.
15. Provide the above in a framework of anti-discriminatory practice.
16. Participation in setting and achieving own OPD objectives.
17. To work as an integral part of the multidisciplinary team, ensuring that the needs of patients and carers are identified within a holistic framework, fostering an interdisciplinary approach to rehabilitation.
18. To attend mandatory training and appropriate courses and maintain own professional development.
19. Provide evidence of Rehabilitative Palliative Care practice in appraisal, relevant to role & responsibilities.
20. The post holder is expected to foster excellent working relationships with all service recipients, staff, visitors, volunteers and donors. In particular they are expected to deal sensitively with all children, young adults and families with whom they come into contact.

Dougie Mac Values:

Our mission is to deliver excellent CARE to people approaching end of life.

- **Compassion** - Working together by considering the views of others, understanding the challenges they face and providing support.
- **Accountability** - Takes personal responsibility for our actions, owning our decisions and behaviours.
- **Respect** - Always trusting, listening and challenging each other. Understanding that we are at our best as individuals whilst working as a team.
- **Excellence** - Embracing excellence by empowering and motivating each other to be the best that we can be.

Standard Requirements of all Dougie Mac Staff:

- To be flexible and adapt to the needs of the department and your team
- To maintain strict confidentiality and adhere to data protection policies at all times.
- To observe and maintain security procedures.
- Exercise responsible stewardship of hospices resources at all times.
- Attendance at meetings events and activities may require the post holder to work beyond the normal hours / days of work quite regularly – flexibility is essential.
- To have an understanding and demonstrate regard for the Hospice philosophy and its functions.
- Travel in the Stoke on Trent / North Staffordshire area, and on occasions within the UK, to attend participate in training and personal development opportunities, using own vehicle or public transport, for which expenses will be met in line with policies in the staff handbook.
- To maintain an effective and collaborative working relationship with other members of staff and volunteers.
- Conform to conventional standards of business dress when representing the hospice.
- To accept temporary redeployment within any part of the hospice should the need arise and to ensure hospice goals and objectives are met.
- Safeguarding is everyone's responsibility. We are committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. As an employee, you are expected to follow the Hospice's Safeguarding Policies and report any concerns in accordance with those policies.

Safety Health Environment (SHE):

- All employees must familiarise themselves with the Hospice Safety Health Environment (SHE) policies, processes and procedures and act in accordance with them at all times. Employees must ensure that they conduct themselves in a manner which does not endanger their own health and safety or that of others.
- All employees have a duty of care to promptly report any near misses, dangerous occurrences or accidents whilst at work in line with the relevant Safety Health Environment procedures
- All employees should attend mandatory Safety Health Environment training sessions annually/periodically for defined activities etc and ensure that they follow the processes and procedures as outlined in the training
- Any breaches of the Safety Health Environment Health standards will be dealt with under the DMH disciplinary procedure.

Quality:

- The hospice expects all staff to work to the highest standards. The quality of care provided by every member of staff is paramount.
- All employees must
 - familiarise themselves with the policies and procedures relevant to their role.
 - ensure that they are competent to carry out their role.
- All employees are responsible for the management of risk: they must
- Attend mandatory training;
 - Report incidents when things go wrong and provide evidence that they have learnt from the experience;
 - Record all adverse comment made by patients and their families; as well as customers, donors and the wider public.
 - Raise concerns when they see any unsafe practice within your place of work.

This job description is intended to be the main guide to the principle duties and responsibilities of the post. It should not be seen as an exhaustive, inflexible document. The employee shares with the employer the responsibility to suggest amendments as necessary to meet the changing needs of the hospice and department.

Person Specification:

	Essential	Desirable
Qualifications & Training* <i>Professional and post basic qualifications. Specialised training required for this post.</i>	<ul style="list-style-type: none"> - Minimum of 5 GCSEs (or equivalent) - Evidence of formal education attainment 	
Experience <i>Type and level of job related experience required (expressed as additional/or alternative to qualifications above).</i>	<ul style="list-style-type: none"> - Minimum two years' experience in administrative work - Ability to communicate with professionals, families & volunteers within a palliative care setting 	<ul style="list-style-type: none"> - 12 months experience of working with bereaved clients.
Skills & Knowledge <i>Type and level of job related experience required (Expressed as additional/or alternative to qualifications above).</i>	<ul style="list-style-type: none"> - IT skills including Microsoft Office Suite (Word, Excel, Outlook and Powerpoint) - Must demonstrate excellent interpersonal and communication skills and demonstrate the ability to integrate into existing established team. - Computer skills - Good organisational skills 	
Aptitudes & Attributes <i>What aptitudes and personal qualities are required, e.g. written verbal/expression, taking responsibility, cooperating, organising, resolving problems, exercising initiative</i>	<ul style="list-style-type: none"> - Have an excellent face to face & telephone manner - Ability to relate to the multi-disciplinary team within the hospice. - Must possess initiative - Sensitive telephone manner - Must have an interest and a commitment to working with the bereaved. 	
Other Job Requirements <i>Specific job circumstances such as unsocial hours. Specific requirements, car driver etc.</i>	<ul style="list-style-type: none"> - Due to the nature of the workplace, a Covid vaccine is necessary for all new starters. You will be required to provide proof of your vaccine status. - Dress in a manner that conforms to accepted formal codes of business dress - Flexible working to meet shift requirements, Some unsociable hours will be required from time to time. - Able to meet the requirement of the job role 	

***National Qualification Framework**

	National Qualifications Framework	Framework for Higher Education levels (FHEQ)	
8	Specialist awards	Doctoral (D)	- Doctorates
7	Level 7 Diploma (Professional Qualifications)	Masters (M)	- Masters degree, post graduate certificates and diplomas
6	Level 6 Diploma (Professional Qualifications)	Honours (H)	- Bachelors Degrees, Graduate Certificates and Diplomas
5	Level 5 BTEC HND	Intermediate (I)	- Diplomas of higher education, foundation degree, higher national diplomas
4	Level 4 Certificate	Certificates (C)	- Certificates of higher education.
3	Level 3 Certificate (OND), Level 3 NVQ, A levels		
2	Level 2 Diploma, Level 2 NVQ, GCSEs Grade A*-C		
1	Level 1 Certificate, Level 1 NVQ, GCSE Grade D-G		
Entry	Entry Level Certificate in Adult Literacy		

Are you interested?

To find out more or to apply please visit our website: www.dmhospice.org.uk or contact HR via **Telephone:** 01782 344300 or **Email:** applynow@dmhospice.org.uk for an application pack.

Registered Charity No: 1071613 Company No: 03615904

