



Job Description & Person Specification

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

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Job Title:	Counsellor
Responsible to:	Head of Children's and Young Adult Service
Accountable to:	Director Of Care
Published:	December 2021
Last Updated:	December 2021

Department Function:

The Counselling Team supports the delivery of quality, holistic and personalised care for Children, Young People, Young Adults and Family members accessing the Children's and Young Adult Hospice service. It consists of Counselling, Bereavement Support and Therapies.

Job Summary:

Working within an established Counselling and Psychology Therapy Service, the role involves providing emotional and psychological support to Children, Young People and their family members at Douglas Macmillan Children's and Young Adults Service. These activities include assessment, formulation, and the delivery of counselling and therapies, alongside the provision of consultation and training to the wider hospice team. The post-holder will plan and organise their own work schedule and diary, having responsibility for managerial and accurate record keeping as the role demands.

The post-holder will be responsible for their own professional actions and decision-making and for working within professional ethics and Hospice policies. In common with all counsellors, the post-holder will receive regular external clinical supervision in accordance with good practice guidelines.

Due to the nature of the post and our close work with the issues around Children's and Young Adults palliative care, personal resilience and an understanding of your capacity to recognise and manage your caseload, and to create a therapeutic relationship with family members is key in the sustainability of the work required for this post.

Duties & Responsibilities:

Clinical

1. To provide a counselling support service in palliative and bereavement care to Children, Young Adults and Family members using the Hospice.
2. To carry an independent caseload of clients and deliver counselling to individuals and groups who are experiencing emotional distress as a result of life limiting/palliative care related issues.
3. To provide the initial assessments of clients presenting with multiple and complex difficulties, referring on to more specialist services where appropriate.
4. To formulate the issues based on the information and perspectives gathered during the assessment and drawing on psychological theory and research, select appropriate counselling interventions/strategies to support service users.
5. To collaborate and consult with the care team and wider multi-disciplinary professionals with regard to the care and treatment of service users and provide advice to such staff on a consultancy basis regarding their treatment.

6. To utilise counselling skills across a broad range of mental health problems and to adapt therapeutic input accordingly.
7. To plan, develop and co-ordinate group programmes and support groups within the Hospice setting.
8. To communicate psychological assessments and advice to Children, Young Adults and families in a skilled and sensitive manner.
9. To provide timely written assessment/notes on all service users and other relevant reports as appropriate.
10. Exercise autonomous professional responsibility for the assessment, treatment and discharge of clients.
11. To have awareness of NICE guidelines and appropriate advances in research and outcome data of counselling and therapeutic approaches.
12. To display and maintain personal and emotional resilience in carrying out difficult/multiple therapies and demands of the post.
13. To undertake regular clinical supervision.
14. To deliver training to staff on a variety of topics relating to psychological support and interventions. Requiring pre-planning, organisational skills and the delivery of training to varied audiences.
15. To contribute towards professional relationships with local universities and counselling programmes to enhance the volunteer experience within the Hospice.
16. Management, Recruitment, Policy and Service Development.
17. To support the day to day running and management of the service by identifying service gaps and developing strategies to improve service delivery and outcomes.

Professional Development

18. To receive regular clinical supervision from an accredited supervisor/therapist and where appropriate, other senior professional colleagues.
19. To partake and identify activities related to Continuing Professional Development (CPD) and to gain wider post-qualification experience.
20. To participate in regular appraisals with the Service Manager.
21. To undertake such CPD activities as are required to maintain and enhance clinical skills necessary for the delivery of high quality counselling services.

General

22. To maintain up to date knowledge of legislation, national and local policies and issues that are relevant to working in palliative care.
23. To adhere at all times to the ethical standards laid down by the BPS or the BACP or BACB and clinical practice will be initiated and developed within these guidelines.
24. To exercise the highest standards of service user record keeping and the practice of professional self-governance in accordance with the professional code of practice in one or more of the appropriate registering body alongside awareness of and adherence to Douglas Macmillan Hospice policies and procedures.
25. To work in an autonomous manner, being responsible for managing and prioritising own workload while having recourse to other professionals for guidance. This may involve initiating and implementing a range of activities at any one time, some of which will be complex and entail liaising with other professionals.
26. To appropriately manage clinical risk (e.g. direct verbal/physical aggression) and to have appropriate knowledge to take action regarding child protection/domestic violence when and if it arises during clinical practice.
27. To conduct home visits if required part of clinical work.
28. Some out of hours working will be necessary in carrying out the duties of the post.

Communications and Working Relationships:

29. 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.
30. To act at all times in a professional manner, respecting the need of colleagues and co-operating to maintain a harmonious working environment.

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"> - Post-graduate diploma/advanced diploma in a recognised and appropriate psychological therapy. - Registered with a recognised and appropriate therapy organisation, e.g. BABCP, BACP - Training in Integrative psychological interventions, e.g. person centred, CBT, Mindfulness - Accreditation in Counselling 	<ul style="list-style-type: none"> - Masters level qualification in Counselling Psychology/Clinical Psychology - Working towards an accredited qualification
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"> - Experience of completion of complex initial client assessments - Experience and understanding social and systemic issues - Experience in working with loss/grief - Experience of working in family dynamics and addressing complex issues through the use of assessment tools. - Experience of the use of outcome measures to enhance service delivery - An awareness of delivering psychological therapy from an integrative and multi-model approach. 	<ul style="list-style-type: none"> - Experience of working in a generic mental health setting working with a wide range of mental health issues including loss. - Experience of working with children/young people. - Experience of psychometric measures and the ability to relay these to clients to build on the formulation - Previous experience of working in a Palliative Care setting. - Experience in working with bereavement and loss - Experience of working in a multidisciplinary team - Experience in standard setting and audit. - Experience of working with volunteers. - Experience of signposting and awareness of other agencies that are available to refer on to and/or that may be appropriate to enhance/ contribute to the support of the client.
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) - Sound knowledge of current legislation and guidelines extending to working with vulnerable adults, child protection issues, safeguarding and evidence based interventions. - Ability to demonstrate excellent interpersonal and communication skills - Demonstrate the ability to integrate into existing established team. 	<ul style="list-style-type: none"> - Broad knowledge of research techniques and ability to incorporate this into the service
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. - Ability to provide training, emotional support and general guidance to the wider multi-disciplinary team. - Ability to work effectively on own initiative and also to engage actively in a multi-disciplinary team environment 	
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 - Ability to travel independently throughout the locality with access to suitable vehicle for business purposes. - Able to meet the requirement of the job role - Must be committed to training 	

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.

***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		

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