



Job Description & Person Specification

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

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Job Title:	Integrative Counsellor
Responsible to:	Wellbeing Team Manager
Accountable to:	Director of Care
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Department Function:

The Wellbeing Team supports the delivery of quality, holistic and personalised care for patients, carers and relatives including children and young people supported by the Douglas Macmillan Hospice, across the Community and Inpatient Unit services. It consists of Social Work, Spiritual Care, Advance Care Planning, Admiral Nurses, Carer and Patient Support Service and Buddy Volunteers, Counselling and Bereavement Support and Physiotherapy Service.

Job Summary:

Working within an established Counselling and Emotional Support- Service, the role involves providing counselling and emotional support to clients that can include patients, carers and relatives including children and young people supported by the Douglas Macmillan Hospice. These activities include assessment, formulation, and the delivery of therapies, alongside the provision of consultation and training to the wider hospice team.

The post-holder will plan and organise their work schedule and tasks, having responsibility for managerial and clerical duties as the role demands.

The post-holder will be responsible for their own professional actions and decision-making and for working within professional ethical framework 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 of death and dying, personal resilience and an understanding of your capacity to engage, and to create a therapeutic relationship with clients is key in the sustainability of the work required for this post.

Duties & Responsibilities:

Clinical

1. To provide a counselling service in palliative and bereavement care to clients.
2. To carry an independent caseload of clients and deliver counselling to individuals, couples and groups who are experiencing emotional distress as a result of life events and experiences.
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 client's issues based on the information and perspectives gathered during the assessment and drawing on psychological theory and research and select appropriate counselling interventions/strategies to support clients.
5. To communicate directly with clients and other healthcare professionals, complex and potentially emotive information regarding the patient's difficulties and treatment, subject to ethical boundaries of confidentiality.
6. To undertake continual risk assessment and risk management for all clients and to provide support to volunteer counsellors and student counsellors when risk is identified.
7. To be responsible for making complex clinical judgements in the management of waiting lists, including the allocation of individual cases for assessment.
8. To collaborate and consult with the wider multi-disciplinary team with regards to the care and treatment of patients and their families, and to provide advice to such staff on a consultancy basis regarding the treatment of patients.
9. To utilise counselling skills across a broad range of mental health problems and to adapt therapeutic input accordingly.
10. To plan, develop and coordinate therapeutic group programmes and support groups within the Hospice setting.
11. To communicate psychological assessments and advice to clients and staff in a skilled and sensitive manner.
12. To provide timely written assessment/notes on all clients seen and other relevant reports as appropriate.
13. To exercise autonomous professional responsibility for the assessment, treatment and discharge of clients.
14. To have awareness of NICE guidelines and appropriate advances in research and outcome data of counselling and therapeutic approaches.
15. To display and maintain personal and emotional resilience in carrying out difficult/multiple complex duties and demands of the post.
16. To undertake regular clinical supervision.
17. To plan and deliver bi-monthly training reflective practice workshops for volunteer counsellors and student counsellors in collaboration with counselling team.
18. To coordinate and 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 both internally and externally.
19. To contribute to the teaching of psychological interventions, personal and professional development and reflective practice to volunteer counsellors and student counsellors.
20. To develop and effectively manage professional relationships with local universities and counselling programmes to enhance the volunteer contribution within the Hospice.
21. To provide training and ongoing advice and guidance to both the volunteer counsellors and student counsellors of the Counselling and Emotional Support service.
22. Management, Recruitment, Policy and Service Development.
23. To contribute to the development, evaluation and monitoring of the team's operational policies and services, using professional skills in research, service evaluation and audit.
24. To participate in multidisciplinary meetings concerned with the delivery and development of clinical services.
25. To participate as appropriate in staff recruitment, both in the short-listing process and as a member of interview panel for student counsellors.
26. 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.
27. In consultation with the Wellbeing Team Manager, to be a member of appropriate committees.

Professional Development

28. To receive regular clinical supervision from an accredited supervisor/therapist and where appropriate, other senior professional colleagues.
29. To partake and identify activities related to Continuing Professional Development (CPD) and to gain wider post-qualification experience.
30. To participate in regular appraisals with the Wellbeing Team Manager, including the operation of a Personal Development Plan.

31. To undertake CPD activities as are required to maintain and enhance clinical skills necessary for the delivery of high quality counselling services.

General

32. To maintain up to date knowledge of legislation, national and local policies and issues that are relevant to working in palliative care.
33. To adhere at all times to the ethical standards laid down by the BPS, BACP or BACB. Clinical practice will then be initiated and developed within these guidelines.
34. To exercise the highest standards of client 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.
35. 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.
36. To appropriately manage clinical risk (e.g. direct verbal/physical aggression) and to have appropriate knowledge to take action regarding safeguarding adults and children when and if it arises during clinical practice.
37. In consultation with the Wellbeing Team Manager, to provide guidance and support to the volunteer counsellors and student counsellors when client risk is identified.
38. To conduct home visits if required, as part of clinical work.
39. Some out of hours working will be necessary in carrying out the duties of the post.
40. To provide client-centred, enablement-focused support to each individual, supporting them to achieve their goals and engage in a treatment/support programme to work towards mutually agreed goals, with particular emphasis on adaptation to illness and developing self-management strategies.
41. 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.
42. Attend mandatory training on principles and core elements of Rehabilitative Palliative Care.
43. Provide evidence of Rehabilitative Palliative Care practice in appraisal, relevant to role & responsibilities.
44. The post holder is expected to foster excellent working relationships with all service recipients, staff, visitors, volunteers and donors.
45. To act at all times in a professional manner, respecting the needs 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 adults at risk of abuse. 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, AFT. - Training in Integrative psychological interventions, e.g. person centred, CBT, Mindfulness 	<ul style="list-style-type: none"> - <i>Masters level qualification in Counselling Psychology/Clinical Psychology</i>
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 delivery of complex initial client assessments - Experience and understanding social and systemic issues - 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-modal approach. 	<ul style="list-style-type: none"> - <i>Experience of working in a generic mental health setting working with a wide range of mental health issues including loss.</i> - <i>Experience of working with children and young people</i> - <i>Experience of psychometric measures and the ability to relay these to clients to build on the formulation</i> - <i>Previous experience of working in a Palliative Care setting.</i> - <i>Experience in working with bereavement and loss</i> - <i>Experience of working in a multidisciplinary team</i> - <i>Experience in standard setting and audit.</i> - <i>Experience of working with volunteers.</i> - <i>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.</i>
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"> - 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. - IT skills including Microsoft Office Suite (Word, Excel, Outlook and PowerPoint) 	<ul style="list-style-type: none"> - <i>Broad knowledge of research techniques and ability to incorporate this into the service</i>
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"> - 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"> - Must be committed to teaching - 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 - Able and willing to work flexibly at such times as needed to meet the requirements of the service. - Needs to possess a full driving licence and have access to a car. - Dress in a manner that conforms to accepted formal codes of business dress 	

***National Qualification Framework**

	National Qualifications Framework
8	Specialist awards
7	Level 7 Diploma (Professional Qualifications)
6	Level 6 Diploma (Professional Qualifications)
5	Level 5 BTEC HND
4	Level 4 Certificate
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

Framework for Higher Education levels (FHEQ)

Doctoral (D)	- Doctorates
Masters (M)	- Masters degree, post graduate certificates and diplomas
Honours (H)	- Bachelors Degrees, Graduate Certificates and Diplomas
Intermediate (I)	- Diplomas of higher education, foundation degree, higher national diplomas
Certificates (C)	- Certificates of higher education.

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.