

**JOB DESCRIPTION:  
REPORTS TO:  
ACCOUNTABLE TO:  
BASED AT:**

**COUNSELLOR  
EMOTIONAL WELLBEING TEAM LEADER  
DIRECTOR OF PATIENT SERVICES  
ST ELIZABETH HOSPICE – GREAT  
YARMOUTH & WAVENEY AREA**



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## **JOB SUMMARY**

To provide an emotional support and counselling service for patients and their families requiring specialist palliative care. To work alongside a multi-disciplinary team (MDT) for the community, community care units, outpatients and those using in-patient specialist palliative care beds, within the Great Yarmouth and Waveney area.

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## **PROFESSIONAL RESPONSIBILITIES**

- To work jointly within the MDT to provide practical and emotional support to patients, relatives and carers of all ages in various settings – outpatients, community, inpatient beds and community care unit locations.
- To provide support on a 1:1 basis, in a group and via the telephone where appropriate.
- To appropriately manage referrals to the service, prioritising responses against urgency and need.
- To work as the duty therapist – providing telephone support, managing telephone enquiries, triaging and organising referrals, providing emotional support to the inpatient unit.
- To establish person centered goals and evaluate intervention.
- To maintain the standards of professional accountability in practice as determined by the relevant professional bodies.
- To hold a caseload for patients and their families. To coordinate ongoing care, where needed and to communicate with the rest of the hospice team and other professionals, as required.
- To maintain up to date and comprehensive treatment records.
- To maintain an awareness of both individual and corporate needs of patients and their families and participate in family meetings when necessary.
- To provide follow-up bereavement support where appropriate.
- To participate in regular supervision to meet professional regulations.
- To maintain a working knowledge of local bereavement support to ensure adequate follow up care for relatives where appropriate.
- To support volunteers working with the Emotional Wellbeing Team.

## **PERSONAL DEVELOPMENT**

- To devise with the Emotional Wellbeing Team leader a personal development plan in line with the Hospice objectives and personal needs.
- To maintain and increase personal professional skills.

## **PERSONNEL RESPONSIBILITIES**

- To recognise indications of staff stress and to facilitate staff support.
- To participate in the induction of all new staff, as required.
- As requested, to participate in professional placements.
- To participate in the recruitment of staff as requested.
- To act as a Link role to volunteers.

## EDUCATIONAL RESPONSIBILITIES

- To participate in the Hospice education programmes.
- To give feedback from attended education programmes/study days to the MDT.
- To maintain awareness of research and relevant findings and in conjunction with the MDT, work towards these being applied to practice.
- To promote good practice in palliative care in the community through professional networking and initiating specialist training programmes where appropriate.

## ORGANISATIONAL RESPONSIBILITIES

- To work at all times within the policies of the Hospice and national professional guidelines at all times.
- To uphold the hospice and individual team values at all times.
- To ensure effective use of resources.
- To participate in relevant activities which promote the Hospice as requested.
- To respect at all times the confidentiality of information covering patients, staff and Volunteers.
- To play an active part in the development and maintenance of good relationships with all those who have business with the Hospice.
- To promote the Hospice Philosophy of Care towards patients, relatives and visitors.

Because of the special nature of the Hospice and its work the postholder may on occasion be asked to undertake other duties to help maintain our high standard of care.

THIS JOB DESCRIPTION IS NOT NECESSARILY EXHAUSTIVE AND MAY BE SUBJECT TO REVIEW BY THE DIRECTOR OF PATIENT SERVICES IN CONJUNCTION WITH THE POSTHOLDER.

# O U R V A L U E S



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**PERSON SPECIFICATION  
COUNSELLOR GY&W**

Requirement	Essential/Desirable
<b>Qualifications &amp; Training</b>	
Counsellor qualification – registered with BACP/UKCP (level 5)	Essential
Minimum of 2 years post qualification experience	Desirable
Proven experience in adult community care or adult palliative care	Desirable
Looking at working towards/working towards an advance qualification – e.g. MA, PHD	Desirable
<b>Knowledge &amp; Experience</b>	
Experience of working in a health or social care setting	Desirable
Experience of working within a multi-disciplinary team	Essential
Good knowledge of attachment and loss theory and current bereavement thinking and research	Essential
Experienced in providing counselling to a range of people including those with serious life threatening illness and facing loss	Essential
Previous experience of supervising volunteers	Desirable
Experience in leading groups	Desirable
Experience of planning, delivering, monitoring and evaluating care needs interventions that are complex and subject to change	Essential
Able to contribute to service development	Essential
Skilled in use of evaluation tools	Essential
Experience of working with couples and families	Desirable
Cognitive Behavioural Therapy	Desirable
<b>Specific Skills</b>	
Highly developed interpersonal skills, including listening, empathy, and advocacy	Essential
Excellent written communication skills	Essential
Good organisational skills	Essential
IT and computer literate	Essential
Confidence to work independently and as part of a team	Essential

Current driving license and access to own transport	Essential
<b>Personal Qualities</b>	
High level of self-awareness and commitment to own continued personal and professional development	Essential
Confident and mature approach	Essential
Confident to work in a variety of environments, including patients own homes	Essential
Flexible and approachable	Essential