

JOB DESCRIPTION: COUNSELLOR/SPECIALIST CHILDREN'S WORKER
REPORTS TO: EMOTIONAL WELLBEING AND SPIRITUAL CARE TEAM LEADER
ACCOUNTABLE TO: DIRECTOR OF PATIENT SERVICES
BASED AT: ST ELIZABETH HOSPICE



JOB SUMMARY

To work within the multi-professional team providing practical and emotional support to patients and their families referred for Hospice services. To provide specialist emotional support to children and young adults.

PROFESSIONAL RESPONSIBILITIES

- To work within the Emotional Wellbeing and Spiritual Care team to provide practical and emotional support to patients, relatives and carers of all ages in various settings – outpatients, community, IPU and Community Care Units.
- To maintain a caseload of children and family work in pre and post bereavement.
- To provide training, guidance and advice in working with children both in pre- bereavement and bereavement to colleagues at the hospice, schools and other partners.
- To work as the duty therapist – providing telephone support, managing telephone enquiries, triaging and organising referrals, providing emotional support to the inpatient unit.
- To participate in appropriate regional or national working groups e.g. the Children's Bereavement Network.
- To ensure patient telephone enquiries are dealt with in a timely, professional manner.
- To organise and delegate referrals amongst the Emotional Wellbeing and Spiritual Care Team via a triage process.
- To participate in relevant meetings for patient centered care.
- To establish person centered goals and evaluate intervention.
- To provide talking, creative and play therapies (counselling where appropriate) in the most appropriate environment e.g. Hospice, Hospital, clinic, school.
- To maintain timely and up to date treatment records (via SystemOne).
- To evaluate and enhance services for children and young people.
- To liaise as appropriate with external agencies, ensuring appropriate services are in place and where necessary provide follow up intervention.
- To maintain an awareness of both individual and corporate needs of patients and their families and participate in family meetings when necessary.
- To maintain an up to date knowledge of developments in Social Care Services and other local community resources.
- To undertake bereavement support with individuals and groups.
- To participate in regular professional supervision.
- To participate in individual and group supervision when appropriate.
- To supervise staff members.
- To cover and deputise for team colleagues including Emotional Wellbeing Team Leader when required.
- To contribute to the development of the LivingGrief bereavement Hub

MANAGEMENT RESPONSIBILITIES

- To attend relevant meetings as required.
- To attend relevant clinical meetings, providing effective communication to ensure continuity of patient care.
- To participate in the development of clinical standards and clinical audit, working within the quality framework of the Hospice.
- To collect and provide statistical information as required by the Hospice.
- To help plan and monitor services.
- To coordinate personal annual leave, study leave and time in lieu requests with other team colleagues and the Head of Therapy.
- To maintain up to date timely, comprehensive patient/relative records.
- To act as a “link” person for volunteers as needed.
- To participate in service development.
- To assist with the supervision of staff members where required.

PROFESSIONAL DEVELOPMENT

- To devise with the Emotional Wellbeing Team and Spiritual Care Team Leader, a personal development plan in line with the Hospice objectives and personal needs.
- To maintain and increase personal professional skills.
- To maintain an up to date knowledge of developments in Social Care Services, and other appropriate national and local resources.
- To play an active role in service development where required.

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 and lay person visits to the Hospice.
- To participate in the recruitment of staff as requested.
- To provide support and appropriate training for students on placement at the Hospice.
- To recognise the value of volunteer contribution and play an active part in their support and development where appropriate.
- To maintain professional registrations with the appropriate bodies and complete the necessary requirements to maintain professional registration.

EDUCATIONAL RESPONSIBILITIES

- To participate in the Hospice education programme and promote knowledge of psycho-social issues to other staff.
- To give feedback from attended education programmes/study days to the multi-disciplinary team.
- To maintain awareness of research and relevant findings and in conjunction with the multi-professional team, 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.
- To support the development of other team members where required.

ORGANISATIONAL RESPONSIBILITIES

- To work within the policies of the Hospice and act within Care Standards, and professional guidelines at all times.
- To uphold the hospice and individual team values at all times.
- To maintain appropriate professional registrations.
- 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.

In the future we hope to expand our services to provide 7 days services, and so the expectation of this post may be to work some weekend shifts at times.

Because of the special nature of the Hospice and its work you 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 HEAD OF THERAPY IN CONJUNCTION WITH THE POSTHOLDER.

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**COUNSELLOR/SPECIALIST CHILDREN'S WORKER
PERSON SPECIFICATION**

Requirement	Essential/Desirable
Qualifications & Training	
Professional qualification – to include one or more of the following <ul style="list-style-type: none"> • counsellors registered with UKCP or BACP with accreditation or working towards accreditation • social work qualification (registered with Social Work England) • play therapy qualification (BAPT registration) • arts therapy qualification (HPC registration) 	Essential
Children's qualification – SW, psychology, diploma, MA	Essential
Minimum of 2 years post qualification	Desirable
Experience in emotional support for children and young adults	Essential
Experience of adult community care or adult palliative care	Desirable
Knowledge & Experience	
Experience of working within a multi-professional team	Essential
Plan, deliver monitor and evaluate care needs interventions and its outcomes that are complex and subject to change	Essential
Working on an individual basis and in groups	Essential
Ability to support people dealing with loss and change and bereavement or transferable skills	Essential
Understanding of benefit entitlements available to client group	Desirable
Experience in an adult palliative care setting	Desirable
Able to contribute to service development	Essential
Skilled in use of evaluation tools	Desirable
Specific Skills	
Have effective professional communication skills, and be able to deal with complex matters overcoming any problem in communication that may arise	Essential
Able to prioritise own workload and decide level and amount of intervention to offer, or when to refer to others	Essential

Supervisory – ability to supervise the work of others if required	Essential
IT literate – ability to use dedicated data base systems (e.g. SystmOne) Microsoft packages and Outlook or willingness to undertake training	Essential
Able to use work mobile for organising appointments, checking emails and communicating with the team	Essential
Personal Qualities	
Demonstrable experience of team working	Essential
Ability to withstand sensitive and potentially stressful situations	Essential
Be willing and able to develop own knowledge and skills and to contribute to the development of others, using research based evidence, best practice etc	Essential
Demonstrable experience of lone working	Essential / Desirable