



Job Description/Specification

Counselling and Bereavement Co-ordinator

Job Description

Job Title:	Counselling and Bereavement Co-ordinator
Location:	Great Oaks Dean Forest Hospice
Terms & Hours:	30 hours per week (flexible to including some evenings and weekends as per service need)
Grade/Salary:	Band 6.2, salary paid pro rata to part time hours
Reports to:	Counselling and Bereavement Lead
Accountable to:	Senior Clinical Lead

About Great Oaks:

Great Oaks is a day hospice based in the town of Coleford, in the Forest of Dean. The hospice provides care and support to people diagnosed with a life limiting illness as well as palliative and end of life care and to their families, living within the Forest of Dean. The hospice also provides support to those caring for someone with a life limiting illness and to people who have been bereaved.

Job Purpose:

- To support the co-ordination and delivery of the Counselling and Bereavement Service.
- To support the Counselling and Bereavement Lead with the expansion and development of the Counselling and Bereavement Service.
- To recruit, induct, train, support, supervise and develop staff and volunteers within the Counselling and Bereavement Team.
- To be responsible for undertaking counselling and bereavement assessments and allocations.
- To hold a small caseload of counselling clients with high levels of need and complexity.
- To facilitate support groups.
- To co-ordinate events such as the annual remembrance event.
- To contribute to the training and development of staff, volunteers, students and other health care professionals.

Main duties and responsibilities:

- To undertake assessments of those referred to the Counselling and Bereavement Service to establish their needs, level of complexity and priority.
- To allocate those people referred to the service to a suitable member of the Counselling and Bereavement Team taking into account the competency of the team member and the levels of need and complexity of the person seeking support.
- To liaise with other professionals to signpost or refer people to other internal or external services if appropriate.

- To hold a small caseload and provide time limited specialist counselling to people, living in the Forest of Dean, with life limiting illnesses, people who are caring for people with a life limiting illness and to people who have been bereaved, often who have a high level of complexity including past trauma, enduring mental health concerns, multiple bereavements.
- To facilitate support groups.
- To co-ordinate events such as the annual remembrance event.
- To deliver evidence-based interventions in line with best practice guidance, at the hospice, in external settings or in the persons own home, through a range of mediums including telephone, online, face to face support in line with service requirements and government guidance.
- To implement outcome measures and feedback methods to evaluate the effectiveness of the services that the Counselling and Bereavement Team provides.
- To recruit, induct, train, support, supervise and develop staff and volunteers within the Counselling and Bereavement Team.
- To practice a proactive approach to safeguarding through identification and raising of safeguarding concerns in line with Great Oaks Hospice policy and procedure.
- To maintain accurate and timely counselling records via Hospice Database in accordance with mandatory legal and other regulatory requirements.

Service Development

- To support the Counselling and Bereavement Lead to identify areas of unmet need for counselling and bereavement support within the Forest of Dean.
- To undertake specific projects agreed with the Counselling and Bereavement Lead to ensure the Counselling and Bereavement Service is safe, caring, responsive, effective and well led.
- To organise and lead service meetings as required.

Personal and People Development

- To contribute to the training and development of staff, volunteers, students and other health care professionals.
- To develop a robust programme of continuing professional development (CPD) for the Counselling and Bereavement Team.
- To represent the Counselling and Bereavement Service at internal and external events and meetings as requested by the Counselling and Bereavement Lead.
- To contribute to research initiatives relevant to service and strategy, where appropriate, in accordance with hospice research policy.

Professional Development

- To attend regular external clinical supervision.
- To undertake and provide evidence of continuing professional development in accordance with professional body membership.
- To proactively communicate any support needs to the Counselling and Bereavement Lead.
- To attend and ensure compliance with mandatory training in accordance with hospice policies and current legislation.

Other Responsibilities

- To carry out duties with full regard to the Hospice's Equalities and Diversity Policies.
- To act as a responsible individual in relation to Health and Safety and be aware of the responsibilities of all employees to maintain a safe and healthy environment for those at the hospice.
- To ensure that all duties are carried out to the highest standard, and in accordance with current quality initiatives within the work area.
- To be flexible in terms of being adaptable around the duties to be undertaken and also working flexible hours including evenings and weekends as and when the need arises.
- To ensure confidentiality at all times .
- To ensure that the disclosure and use of confidential staff information is both lawful and ethical, and to recognise own responsibility for compliance with relevant legislation.
- To promote, at all levels, the Hospice's vision, values and strategic objectives.
- To hold an enhanced DBS and Occupational Health clearances appropriate to the role.

Equality & Diversity

- To be aware that all hospice services are provided within the resources available regardless of gender, culture, age and ability.
- To challenge behaviour which infringes the rights of others.
- To respect peoples personal choices for lifestyle and living arrangements.

Management of Resources

- To practice within the constraints of budgetary limitations and available resources.

Health Safety and Security

- To implement and abide by the Health and Safety policies and procedures set out by Great Oaks Dean Forest Hospice.
- To carry out risk assessments as required and contribute to the management of risks identified.
- To support others in maintaining Health, Safety and Security.
- To abide by infection control standards and policies.
- To be aware of the accumulative emotional effect on self and others inherent in the nature of working exclusively in this field and seek support for self when required.

Please note – This Job Description is not exhaustive. It acts as a guide and is subject to review and amendment in light of our developing services.

PERSON SPECIFICATION

Person Specification	Essential Criteria	Desirable Criteria
<u>Qualifications</u>	<ul style="list-style-type: none"> • Counselling qualification recognised by a counselling or psychotherapy professional body. 	<ul style="list-style-type: none"> • Counselling Supervision qualification or training.
<u>Experience</u>	<ul style="list-style-type: none"> • Minimum of 2 years' experience of counselling adults. • Substantial experience of supporting people who are bereaved. • Experience of supporting people who have a life limiting illness and their family members and or carers. • Experience of working with people with complex issues including past trauma, multiple bereavements and mental health concerns. • Experience of providing telephone and online counselling as well as face to face counselling. • Experience of facilitating groups. • Experience of leading a team of staff and/or volunteers. • Experience of delivering training. 	<ul style="list-style-type: none"> • Experience of working in a relevant health or social care environment. • Experience of providing counselling supervision on a one to one or group basis. • Experience of counselling children. • Experience of leading and implementing projects. • Experience of co-ordinating events.
<u>Knowledge and Attributes</u>	<ul style="list-style-type: none"> • Excellent communication and interpersonal skills. • Excellent assessment skills. • Excellent time management and organisation skills. • Excellent presentation skills. • Excellent writing skills in order to maintain accurate patient documentation and create reports and service evaluations. • Excellent IT skills and proficient in using Outlook, Microsoft word, PowerPoint and Excel. • Ability to lead a growing service. • Ability to work independently and as part of a team. • Ability to balance the varying aspects of this role i.e. service development, client work, staff/volunteer support. • Have up to date and accurate knowledge of evidence-based, best practice for the role. • Ability to appreciate, understand, and value diversity in a non-judgemental way. 	<ul style="list-style-type: none"> • Knowledge of safeguarding principles and practices.

	Essential Criteria	Desirable Criteria
Other Requirements	<ul style="list-style-type: none"> • Have a positive, flexible and collaborative approach. • Be committed to continuous professional development and service improvement. • Have an awareness of and responsibility for own emotional wellbeing and resilience – including seeking timely support as needed. 	Available to work evenings and weekends as per service need.

APPRAISAL AND PERSONAL DEVELOPMENT

Great Oaks Dean Forest Hospice is committed to the continued learning and professional development for all staff and has put in place an appraisal and development infrastructure.

COMMITMENT TO HEALTH AND SAFETY, CONFIDENTIALITY, EQUAL OPPORTUNITIES & IMPROVING WORKING LIVES

Confidentiality:

In the course of every employee's duties, they may have access to confidential material about patients, members of staff, volunteers or other organisational business. On no account must information relating to identifiable patients be divulged to anyone other than authorised persons, for example, medical, nursing or other professional staff, who are concerned directly with the care, diagnosis and or treatment of the patient. Similarly, information relating to staff/volunteer records or information concerning contracts, tenders and other commercially sensitive matters etc. are considered to be confidential and must not be divulged without prior authority. Breaches of confidentiality will result in disciplinary action. If in any doubt whatsoever as to the authority of a person or body asking for information of this nature, seek advice from you Line Manager.

Equal Opportunities, Respect and Dignity at Work, 'Improving Working Lives':

Great Oaks Dean Forest Hospice is committed to equality of opportunity and diversity in the work place; all managers and staff are responsible for ensuring that this is delivered in practice.

Great Oaks Dean Forest Hospice is equally committed to respect for other people and all managers and staff are expected to be clear of what is expected of them and for ensuring that they commit to this policy in their day to day working life. All staff are issued with the organisations handbook for employees that sets out its expectations.

Great Oaks will not tolerate any forms of bullying or harassment in the workplace.

Everyone has a responsibility for improving the working lives for self and colleagues

Health & Safety/Security

It is the duty of every employee to adhere to the organisation's Health & Safety Policy and work in such a way that accidents to themselves and to others are avoided. Employees will, therefore, refer any matters of concern through their respective line managers. Similarly, it is each person's responsibility to report an insecure environment as their place of work to their Line Manager or member of the Senior Management Team.



We Listen, We Support, We Care

REVIEW OF JOB DESCRIPTION

This job description outlines current duties and responsibilities; however it is subject to review and amendment in the light of developing or changing services and as part of the annual Individual Performance Review.