



Nottinghamshire Hospice
adding life to days

JOB DESCRIPTION

<u>SECTION IDENTIFICATION</u>	
Job Title:	Pre and Post Bereavement Counsellor
Responsible to:	Head of Bereavement Services
Grade:	Hospice Band 5
Hours:	Part Time 30 Hours
Contract Type:	Permanent
Team:	Bereavement Services
Location/Base:	Nottinghamshire

SECTION 1 - JOB SUMMARY

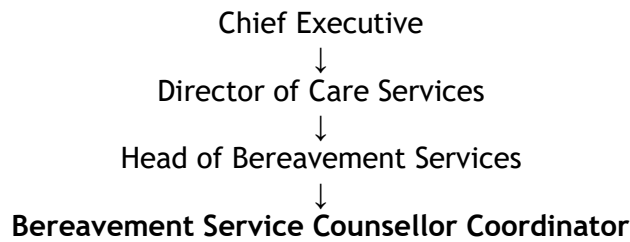
The post holder will work as a Pre and Post Bereavement Counsellor at Nottinghamshire Hospice. The post holder will be responsible for the delivery of counselling services to adults over the age of 18, providing time limited support for individuals who have been affected by a palliative diagnosis or who have died from an expected death. Providing both 1:1 support and group support.

The post holder will be supported by regular operational line management, expected to have monthly external supervision which will be funded by the hospice in accordance with the recommendation of appropriate registered counselling bodies.

The post holder will be responsible for their own case management using an electronic case management system.

Bereavement Counselling will be provided at the hospice and within community locations in Nottinghamshire. The post holder may be called upon to use a personal means of transport while engaged in the work of the service for which travel expenses will be available. Services may be delivered from home using video sessions or over the phone and therefore the post-holder may be expected to work confidentially from home.

SECTION 2 - ORGANISATION CHART/ ACCOUNTABILITY



SECTION 3 - MAIN DUTIES AND RESPONSIBILITIES OF THE POST

- Carry a caseload offering 1:1 bereavement counselling to clients with complex pre and post bereavement needs in accordance with the code of ethics and practice of the BACP or an equivalent professional body.
- Carry out detailed assessment triage, to support the bereavement team in processing new referrals.
- Provide both pre and post bereavement counselling to adults (18+), working with complexed counselling referrals over a short intervention of up to 12 weeks, provide bereavement counselling that is goal focused.
- Provide supportive group work to adults (18+) referred to the service as necessary.
- Encourage and support clients using the service, to enable them to address and manage the issues and associated problems that are affecting their mental and emotional well-being.
- Make effective use of goals and outcome measures in counselling sessions to promote wellbeing for clients and contribute to achievement of service recovery targets.
- Develop, facilitate (where appropriate) and promote the use of peer and / or self-help and support groups to the client group served.
- Act as a support resource to other members of the clinical team within Nottinghamshire Hospice.
- Work closely with hospice staff and charity staff including attending relevant team meetings where bereavement is a focus.
- Work with hospice staff to ensure that potential clients who are appropriate and would benefit from the service are accurately identified.
- Support and guide volunteers and staff in their provision of bereavement groups.
- Liaise and work in partnership with other agencies to ensure clients receive effective and appropriate services, including onward referral where necessary.
- Always observe Nottinghamshire Hospice's written procedures and policies.
- Observe BACP ethical framework and other guidance.
- Engage in regular line and case management sessions.
- Complete accurate, appropriate, and timely notes using an electronic case management system.
- Be accountable for personal conduct and professional standards of practice in relation to all relevant legislation and statutory obligations.
- Work both effectively and creatively which may include some evening and weekend work as service needs required.
- Complete appropriate outcome measures in collaboration with clients including client satisfaction evaluations as required by service procedures.
- Adhere to Nottinghamshire Hospice policies and procedures when dealing with suicide risk assessment, safeguarding issues, governance issues and complaints.

- Engage with volunteers to facilitate and support non - therapeutic groups both in the hospice and in the community providing open bereavement support groups or cafes.
- Provide regular wellbeing calls for client's that are on the waiting list.
- Perform duties according to the values of the hospice; always acting to safeguard the interests of service users.
- Where appropriate liaise with external agencies to signpost and advise service users of additional support where applicable.
- Ensure that clients are supported within the time frames specified within the service model and discharged appropriately.
- Provide guidance, knowledge, and information for clinical counselling related queries in the absence of the Senior Bereavement Counsellor Coordinator.
- Ensure all clients are aware of other support for which they are eligible provided by Nottinghamshire Hospice
- Liaise appropriately with health care and mental health professionals such as clients' GPs, CPNs and psychiatrists, especially in situations of risk.
- Support Nottinghamshire Hospice end of life care services to develop the case of need for sustaining and extending innovative services for bereaved people.
- Attend meetings as required.

SECTION 4 - THE PERSON SPECIFICATION

ESSENTIAL

- To hold a level 4 diploma in counselling
- Demonstrate commitment to confidentiality and the ability to maintain professional boundaries.
- Have excellent communication and interpersonal skills.
- Experience of bereavement, counselling, and carers services.
- Excellent time management, planning and organisation skills.
- To engage in relevant further training.
- The ability to work flexibly as part of a team and on own initiative to meet the needs of the service.
- Ability to work across professional boundaries.
- Computer skills including word processing and presentations.
- Ability to drive and have use of own vehicle to cover services across Nottinghamshire.
- Competence in and possession of a recognised theoretical model of counselling.
- The ability to create, sustain and disengage from productive therapeutic relationships.
- Experience of facilitating support groups.
- A clear understanding of, and willingness to acknowledge and adhere to, the service philosophy.
- Registration with BACP or other relevant professional body.
- Ensure Nottinghamshire Hospice's commitment to equality, diversity and inclusion is embedded in all areas of Bereavement Services practice.
- Act as a champion for equality, diversity and inclusion, challenging poor or inappropriate practice in all areas of Nottinghamshire Hospice delivery of service. This is not restricted to the Bereavement Services team.

DESIRABLE

- Experience within a health and social care environment.
- Previous experience of working within a hospice care environment.
- Possession of or showing evidence of working towards BACP accreditation or equivalent

SECTION 5 - WORKING CONDITIONS / EFFORT

- Working at a VDU/PC for part of the role.
- Interruptions with enquiries, telephone calls and emails.
- Liaise effectively with all levels of staff.
- Communication within team and other agencies as necessary.
- Sitting in same position for periods of time.
- Exceptionally busy workload.
- Based in historic building therefore lift not available.
- The post-holder is required to work in a well organised and professional manner to meet the demands of the service.
- The post-holder is required to work independently of others and to be self-determined.
- Support relationships with other members of the multi-agency / multi-disciplinary team.
- The ability to work with the multi-disciplinary team in ensuring an appropriate level of support is available for those accessing hospice services.
- The ability to form positive relationships with patients and carers/family in a professional courteous and sensitive manner.
- Ability to drive and have use of own vehicle to cover services across Nottinghamshire. The post holder will be required to hold a valid driving license and have 'business use' motor insurance at their own expense.

SECTION 6 - COMMITMENT TO HEALTH AND SAFETY, CONFIDENTIALITY AND EQUAL OPPORTUNITIES

HEALTH AND SAFETY / SECURITY

It is the duty of every employee to work in such a way that accidents to themselves and to others are avoided, and to co-operate in maintaining their place of work in a tidy and safe condition, thereby minimising risk. Employees will, therefore, refer any matters of concern through their respective line managers. Similarly, it is each person's responsibility to ensure a secure environment and bring any breaches of security to the attention of their managers.

INFORMATION GOVERNANCE

Nottinghamshire Hospice is required to maintain compliance with the NHS Information Governance Toolkit. All staff must ensure compliance with the requirements for information management and security. Should a breach occur all staff are required to report it immediately to their Line Manager and the Data Protection Legislative Controller.

INFECTION CONTROL

Nottinghamshire Hospice has its own policy for Infection Control. All staff must keep up to date with the new policies and subsequent implementation in practice.

All staff must contact their Line Manager if they are suffering from any form of infection with may put patients and other staff at risk.

NO-SMOKING POLICY

Nottinghamshire Hospice has its own smoking policy which details the Hospice is a non-smoking organisation. The policy applies to all staff at all times.

EQUALITY, DIVERSITY & INCLUSION

Nottinghamshire Hospice is fully committed to supporting and promoting equality, diversity and inclusion best practice within our workforce, as well as with our patients and supporters. We are on a journey to be an inclusive hospice where a culture to celebrate equality, diversity and inclusion is embedded and discrimination challenged together at every level. We warmly welcome those from all backgrounds - this diversity is important for our journey and values and enriches the services we offer. We particularly welcome applicants from minoritised ethnic communities, applicants with disabilities, and male applicants, as they are currently under-represented within our workforce. Copies of the Equality and Diversity Policy are available on the Hospice's website / About Us / Governance / HR Policies and Procedures. This policy applies to all Nottinghamshire Hospice staff and relies on all staff to embed it into their day-to-day work, treat all people with respect and in line with the policy, and report any observed discrimination or mistreatment based on protected characteristics.

PERFORMANCE REVIEWS

The Hospice is committed to regular performance appraisal (including setting objectives for review annually) and agreement of personal development plans for all staff to enhance their ability to fulfil the requirements of their post.

SECTION 7 - CONFIDENTIALITY AND FREEDOM OF INFORMATION

Information relating to patients' records, diagnosis and/or treatment of patients, staff 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 other than in accordance with the provisions of the Policy on raising concerns about Health Care Services as may be amended from time to time. All information held by Nottinghamshire Hospice is subject to the General Data Protection Regulations 2018. You will be required to observe Nottinghamshire Hospice policy on the data Protection applicable to your role, functions and wider organisation requirements. Breaches of the regulations or any aspect of confidentiality will result in disciplinary action and may result in dismissal. Managers are also required as a condition of this Contract to represent the views of the Hospice in any dealing they may have with employees, their representatives, the media, general public or other organisations in which he/she may come into contact. In addition to the above confidentiality requirements, you must also comply with all aspects of the law concerned with information handling. For this purpose, the relevant legislation is the Freedom of Information Act 2000. This Act places a legal duty on all staff to comply with the rights of the public to access information. Any altering, destroying or concealing of information held by the Hospice with the intention of preventing the legitimate disclosure of all or part of that information will result in disciplinary action, and may result in dismissal.

SECTION 8 - JOB DESCRIPTION AGREEMENT

This job description is a guide to the duties you will be expected to perform immediately on your appointment. It is not an exhaustive list, and such duties may well be altered from time to time to meet changes in the Hospice's requirements. Any such changes will be commensurate with the grade of the post and will be discussed with the post holder prior to the changes being made.

