**Prince JOB DESCRIPTION**

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| **Job Title:** | Family Support Counsellor |
| **Responsible to:** | Director of Clinical Services |
| **Department:** | Family Support Services |
| **No of Job Holders:** |  |
| **Last Update:** | September 2023 |

**Job Purpose**

The post holder will have responsibility for the management and coordination of the counselling services , including the use of sessional counsellors and volunteers.

As part of the multidisciplinary team the post holder will provide a counselling service to patients and their families and a counselling service in bereavement to the families and friends of former Hospice patients and to children .

They will influence the psychological and emotional care of patients and families through providing and contributing to educational programmes across professional disciplines and by contributing to the operational and strategic planning of palliative care services.

**Role Dimensions**

* To work as part of a multidisciplinary team providing psychological and emotional care, advice and including community patients, in-patients, visitors, bereaved families, hospice staff and volunteers.
* To work clinically as a counsellor with both adults and children.
* To provide supervision for sessional staff and Volunteers .
* To develop the bereavement service and policy within the hospice.
* To facilitate the work of counselling students and other healthcare students on placement.
* To contribute to educational programmes across professional disciplines.

**Role of Department**

* To work as part of the multidisciplinary team providing specialist palliative care.
* To provide high quality psychological and emotional care to patients with complex palliative care needs (and their families), including pre and post bereavement care and support, liaising with external agencies as necessary.
* To provide a resource for staff, students and other professionals seeking specialist bereavement and counselling advice and teaching.
* To develop the bereavement service in collaboration with the Family Support Team.
* To contribute to the development, implementation and management of the Family Support and Clinical Governance strategy within the Hospice.
* To provide an educational resource in conjunction with local universities and colleges, offering placements in palliative care to counselling students.

**Roles & Responsibilities**

To liaise with other health and social care professionals to identify patients and families (both adults and children) with psychological, emotional and bereavement needs.

To ensure that clients receive a comprehensive psycho-social assessment using advanced reasoning skills

To work with clients who are patients, family members or carers (both adults and children) in a person-centred way to agree and deliver an effective emotional support package from a counselling perspective

To support the individual in decision-making and problem-solving in times of psychological and emotional distress

To record relevant information in the patient/client’s notes and communicate appropriately with other members of the multi-professional care team following patient/carer contact

To attend multi-disciplinary meetings, sharing relevant patient/family care information

To work within the clinical team to identify those potentially at risk in bereavement

To plan, facilitate and develop therapeutic group work for bereaved carers (including young carers)

To participate as a member of the multi-disciplinary team in the delivery of specialist palliative care, contributing an understanding and assessment of the psychosocial and emotional problems of individuals and families

To provide a resource for staff, students and other professionals seeking specialist bereavement and counselling advice and teaching

To co-ordinate and support voluntary input into the bereavement support service

To develop relationships with external bereavement care providers and share elements of best practice

To assist in the development and implementation of Hospice policies to provide high quality care

To contribute to the development, implementation and management of the Family Support and Clinical Governance strategy within the Hospice

To engage in practice-based research as required.

To ensure effective communication channels within the hospice team through attendance at team meetings

To coordinate, lead and develop the Counselling and aspects of the family support services with the FSS team to ensure a consistent level of bereavement support to people through the coordination, supervision and support of workers (both sessional and salaried) and Volunteers and hospice staff

To work in partnership with Clinical Administrative staff to ensure the smooth delivery of all administrative aspects of the service

To maintain robust systems for monitoring the uptake and quality of the services provided.

To identify, develop and implement service development in line with current evidence based practice, best practice guidance and the Hospice strategy

To implement, review and monitor compliance with the Bereavement policies procedures and best practice by all clinical staff

To participate effectively in the process of staff recruitment, selection and retention

To contribute to the implementation of the Hospice strategy

To work flexibly to meet the demands of the service

To be proactive in identifying and addressing own personal education and development needs

To participate in the educational programmes offered by the hospice, internally and externally,

taking an active role in the delivery of education in the specialist field of palliative care

To work in collaboration with senior nurses and the Education facilitator to ensure all staff have the appropriate knowledge and skills to provide ad-hoc bereavement support

To ensure that, as part of an appropriate induction programme, all new staff are provided with bereavement related training

To ensure clinical placements are effectively facilitated in conjunction with the Education Facilitator

To undertake teaching of qualified and unqualified nursing staff, including basic and post-basic students.

To contribute to the advancement of the knowledge base of specialist palliative care through publications and presentations at local and national conferences.

To work within the ethical framework of the British Association of Counsellors and Psychotherapists

To maintain active registration with a professional regulatory body.

To maintain CPD log as required by the relevant regulatory body.

To retain membership of appropriate specialist interest groups.

To participate in the hospice professional development and review process to promote personal and service developments.

To attend education courses and study days to be aware of developments in own professional field and in the wider bereavement discipline.

To identify and implement audit in own professional discipline.

To participate in external clinical supervision.

To provide clinical supervision to counsellors and FSS volunteers

This job description is subject to periodic review with the postholder. Duties may change in line with the service changes and of the postholders own personal development.

I agree that this is an accurate reflection of the duties involved in my current role in The Prince & Princess of Wales Hospice.

**Job Holder’s Signature:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Date**: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Head of Department’s Signature:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Date:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**PERSON SPECIFICATION**

* University post-graduate diploma in counselling, or equivalent.
* Individual professional accreditation with British Association for Counselling and Psychotherapy (BACP), working towards to accreditation or has eligibility for this.
* Minimum of 2 years post qualifying experience.
* In-depth knowledge of at least one counselling approach with underpinning theoretical knowledge and understanding of loss, grief and bereavement.
* Supervisory experience.
* Experience of preparing and delivering training to a range of health care and other related professionals
* Advanced communication skills
* Ability to work independently
* Ability to work autonomously within a multidisciplinary team