

Agreed Job Description and Person Specification

PART 1 – JOB DESCRIPTION

Job Title: Counsellor and Bereavement Services Manager

Line Manager: Family Support Team Manager

Professionally Accountable to: Director of Patient Services

Accountable to:

Hours of Work: Full-time (37.5 hrs)/ Part-time considered

Job Purpose

1. There will be responsibility for the management and development of the bereavement service and the day-to-day coordination of the bereavement volunteer visitors, including recruitment and training.
2. The post holder will have his or her own counselling caseload for bereavement support that will include appropriate referrals dealing with pre-death or bereavement issues with adults and children. They will act in an advisory position to other team members on bereavement issues.
3. They will lead the counselling and bereavement service in liaison with the Family Support Team Manager providing ongoing support and training for those involved in the delivery of the service.

RESPONSIBILITIES

Professional

- To work as an expert practitioner and within the policies, procedures and guidelines of Weston Hospicecare and the Code of Conduct of BACP
- To be the initial and primary contact for all issues relating to counselling and bereavement, assessing all referrals and deciding on appropriate action
- Effective caseload management including ending the episode of care and actively respecting client autonomy and promoting independence
- To make appropriate referrals to other professionals and work collaboratively with a wide range of local, regional and national services
- To maintain accurate and comprehensive records for the bereavement service both on computer and paper based
- To be responsible for allocating clients appropriately to the bereavement visitors
- To attend the weekly multi-discipline meeting
- To maintain a caseload of those with more complex bereavement needs which may require extended periods of skilled and planned intervention
- To develop and plan and deliver the service in accordance with NICE Guidance and National Bereavement Care Standards

- To produce reports and audits as requested by the Family Support Team Manager
- To support the Family Support Team Manager with the continual evaluation of the service
- To be responsible for accepting appropriate referrals for working with children and liaising with schools and other outside agencies
- To build and establish a service to support bereaved children and their families
- To recognise the importance of people's rights and beliefs and act in accordance with legislation, policies and procedures
- To lead on identifying gaps in the service and make recommendations regarding service delivery and development
- To develop positive working relationships with other organisations for the benefit of individuals who access the service

Support and Training for Bereavement Visitors and Family Support Team Volunteers

- To manage and develop the volunteer bereavement visitors
- To be involved with the recruitment of volunteer bereavement visitors through an agreed programme with the Volunteer Manager
- To plan and implement training sessions for the volunteer bereavement visitors and Family Support Team volunteers
- To be responsible for providing regular supervision meetings for the volunteer bereavement visitors
- To provide informal support for bereavement visitors as appropriate
- To provide an annual review for all volunteer bereavement visitors

Education and Development

- To participate in the orientation, development and induction programmes of newly appointed staff and volunteers
- To promote an understanding of bereavement care within the specialist palliative care service through education and training in line with the education/training strategy of the hospice
- To maintain expert clinical knowledge and skills, using evidence based practice to promote professional and service development, to revise protocols and procedures accordingly
- To keep abreast of current research developments
- To participate in significant event meetings and journal club presentations
- To participate in regular supervision sessions
- To attend Association of Bereavement Co-Ordinators (ABSCO) meetings to increase knowledge and experience by networking with other co-ordinators from other hospices
- To participate in supervision provided externally
- To keep up to date with current practice and legislation
- To maintain and extend personal knowledge and expertise in all aspects of the role and to share information
- To undertake any in-service training in line with Weston Hospicecare's policy
- To attend all statutory and mandatory training as required

Professional Responsibilities

- To maintain confidentiality
- To work within the policies and guidelines of Weston Hospicecare
- To be familiar with fire, emergency and safety regulations, ensuring attendance at statutory updates
- To maintain good working relationships with all members of the hospice staff and volunteers

Health and Safety

Under the provision of the Health and Safety at Work Act 1974, it is the duty of every employee:

- To take reasonable care of themselves and others at work.
- To co-operate with the Hospice as far as is necessary to enable them to carry out their legal duty.
- Not to intentionally or recklessly interfere with anything provided, including personal, protective equipment for health and safety or welfare at work.

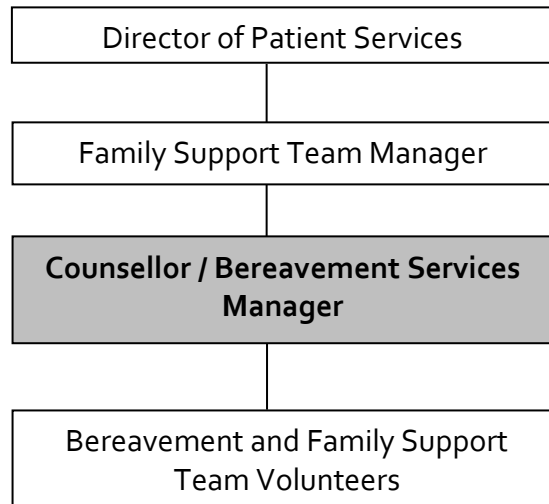
Scope of Job Description

- This job description reflects the immediate requirements and objectives of this post. It is not an exhaustive list of the duties, but gives a general indication of work undertaken which may vary in detail in the light of changing demands and priorities. Substantive changes will be carried out in consultation with the post holder.
- This job description is subject to periodic review and amendment.
- To undertake any reasonable request by your line manager.
- To undertake specific duties of any other member of the catering team in the event of their absence.

The managerial and clinical philosophy of the Hospice is based on a multi-disciplinary approach. All staff (including volunteers) are required to participate in this concept.

The role of volunteers is integral with the work of Weston Hospicecare

Organisational Chart:



PART 2 – PERSON SPECIFICATION

<u>Counsellor & Bereavement Services Manager</u>		
Criteria	Essential / Desirable	How Evidenced & Assessed
Qualifications and Education		
<ul style="list-style-type: none"> ▪ BACP (British Association of Counselling & Psychology) Approved Counselling Diploma ▪ Degree or relevant experience ▪ Evidence of continuing professional development as required for BACP accreditation ▪ Degree in Health or Social Care ▪ Recognised Leadership & Management Qualification ▪ Teaching or training qualification 	<p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>D</p> <p>D</p>	<p>A</p> <p>A/I</p> <p>A/I</p> <p>A</p> <p>A</p> <p>A</p>
Experience		
<ul style="list-style-type: none"> ▪ Experience of Counselling in End of Life and bereavement care ▪ Experience of working with families ▪ Experience of working in a health or social care setting ▪ Trained and experienced in group work to include health care professionals ▪ Experience of effective caseload and workload management ▪ Ability to manage a team ▪ Ability to provide training and development for staff in the delivery of quality bereavement care before and after death of a patient ▪ Experience of networking and partnership working ▪ Experience of managing a team ▪ Experience of working in a hospice ▪ Experience of working with children ▪ Experience of working with volunteers 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>D</p> <p>D</p> <p>D</p> <p>D</p>	<p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p>
Skills and Ability		
<ul style="list-style-type: none"> ▪ Able to demonstrate excellent communication skills both written and verbal ▪ Ability to make clinical decisions around complex and emotive issues relating to adults, children, young people and families ▪ Understanding of audit and research ▪ IT literate including Word, Outlook and Powerpoint ▪ Organisational skills ▪ Ability to work within an experienced team and foster good working relationships ▪ Ability to use clinical supervision and personal development positively and effectively ▪ Regard for others and respect for individual rights of autonomy and confidentiality ▪ Ability to be reflective, whilst working with service user, in own personal and professional development and in supervision ▪ Self-care strategies 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>A/I</p> <p>I</p> <p>A/I</p> <p>A</p> <p>A/I</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p> <p>A/I</p>

<ul style="list-style-type: none"> ▪ Boundary management in personal, family and inter-professional/provider relations ▪ Experience in research and audit ▪ Ability to think strategically 	E D D	I A/I I
Special Knowledge		
<ul style="list-style-type: none"> ▪ Knowledge of and commitment to the philosophy of palliative care ▪ Knowledge and understanding of BACP Code of Practice ▪ Sound theoretical background knowledge of grief and bereavement theory and practices ▪ Knowledge of family systems theory ▪ Knowledge of legislation and its implications for clinical practice including child protection issues and vulnerable adults 	E E E E E	A/I A/I A/I A/I A/I
Other Requirements		
<ul style="list-style-type: none"> ▪ Able to contribute towards Weston Hospicecare's values and behaviours ▪ Understanding of and sympathetic to the ethos of hospice care ▪ Self awareness and emotional resilience ▪ Able to transport yourself within community catchment area ▪ Effective time management skills and the ability to work flexibly at times, to meet the requirements of the service 	E E E E E	I I I A I

Key

E	Essential	A	Application
D	Desirable	I	Interview