

ST ANDREW'S HOSPICE **JOB DESCRIPTION**

Job Title : Bereavement Counsellor
Department : Support Welfare and Bereavement Team
Reports to / Line Manager : Bereavement Services Coordinator/Lead
Pay Range :

Purpose of Job

The post holder will be responsible for providing specialist and therapeutic counselling to children, young people and adults, their families and carers, who have been bereaved through a death by any means, using individual, group and family techniques as appropriate.

To provide support in a variety of locations including the hospice, community and schools. This may also be provided virtually or by telephone depending on client need.

To support the future development and growth of the bereavement service.

Main responsibilities

To hold and manage a caseload, providing psychological and emotional support/counselling, focusing on the impact of grief, loss and bereavement for the individual and the wider family.

To participate in regular caseload allocation meetings with the bereavement Service Coordinator/Lead and the wider support team, undertaking regular reviews of casework and caseload.

To be part of the duty rota, risk assessing new referrals via triage calls, prioritising immediacy of need.

To assess, plan and review clients' needs on a regular basis effectively ensuring the interventions are appropriate to the individual.

To plan and lead on groupwork.

Working collaboratively within a multi-disciplinary environment ensuring all aspects of the individual's bereavement needs are met, liaising with other agencies as appropriate.

Creatively engage with children and inspire them to take part in bereavement sessions through provision of varied tasks and activities.

Escalate safeguarding concerns following Hospice policy and procedures.

Accurately record client notes on SystmOne adhering to current GDPR guidelines and in accordance with Hospice policy.

Have knowledge and understanding of a wide range of complex needs.

Proactively participate in the development and evaluation of the service.

Contribute to the development and delivery of bereavement and loss training, to multi-disciplinary professionals. Being responsive to participants content utilising specialist knowledge and skills to embed wider understanding.

Provide advice and support to multi-disciplinary professionals and external agencies.

Develop and implement a library of bereavement resources.

Attend and proactively participate in bereavement team, wider Support & Wellbeing meetings and attend regular 1:1 supervision meetings.

To undertake all mandatory training as required for role. Undertake appropriate CPD and keep updated with advancements in the field of bereavement and therapeutic intervention.

Work within the team to develop positive relationships with volunteers and those on placement in the wider organisation, offering support & guidance, and delegating workload when applicable.

Willingness to attend and participate in events in the Hospice and wider community.

Management of People

Direct: Nil

Indirect: Bereavement Caseworkers, Volunteers & Students

Contacts & Relationships

Regular contact with employee, volunteers and senior managers and outside agencies to ensure optimum service levels.

Daily contact with; bereaved children, young people, adults and their families and carers.

Take part in regular departmental meetings, which may be on an informal or formal basis.

Follow processes to satisfy the requirements of the Hospice policies and procedures and the Care Quality Commission regulations and standards.

To continually seek to improve systems of communication by means of personal contact, written communication and meetings.

Resources

Laptop
Mobile phone
SystemOne card
Access card

Person Specification

Qualifications

Essential

Minimum level 5 in Counselling or Degree
To be registered with an accredited/registered with a counselling body i.e., BACP.
Full UK driving license and have access to your own vehicle.

Desirable

Qualification in a relevant specialist area of work e.g., mental health, child development, substance misuse etc.

Experience

Essential

Experience of delivering emotional support.
Experience of working within a multidisciplinary health and social care setting
Knowledge and skills in bereavement support or counselling

Desirable

Experience of working with bereaved people in a group or family setting
Experience, training in specialist relatable subject; child development, mental health or substance misuse.
Knowledge of and skills in bereavement support
Experience of working confidentially
Knowledge and understanding of Adults and Children Safeguarding
Working with Volunteers
Completion of assessments and planning of care
Experience in confidentiality and GDPR regulations.
Experience of providing virtual support.

Knowledge/Skills

Able to work therapeutically with individuals and families.

Able to prioritise own workload in context of team caseload and competing demands.

Understanding of bereavement theories and processes

Understanding of the impact of bereavement on adults and children

Understanding the impact of traumatic bereavements

Understanding of Mental Health diagnoses and approaches to management (e.g., anxiety management)

Understanding of how mental and physical health interact and impact on bereavement.

Understanding a holistic approach to care

Commitment to ensure confidentiality.

Commitment to ongoing professional development

Understanding of Mental Capacity Act, and Mental Health Act

IT literate: able to access and process electronic patient records as well as related MS Office documents.

Good organisational and administration skills

Ability to manage the emotional impact of working with the bereaved.

Ability to work independently and as part of a team.

Qualities

Excellent verbal and written communication skills i.e., must be able to handle sensitive issues.

Flexibility to meet the needs of the clients/service.

Ability to work sensitively with a vulnerable client group.

Ability to maintain appropriate professional boundaries.

Ability to work effectively with other agencies involved when appropriate.

Ability to work both independently and collaboratively as part of a multi-disciplinary team.

To demonstrate a calm and logical approach to problem solving

To consistently demonstrate a dedicated approach to the quality of bereavement services in a constructive and efficient way

Understanding the impact of personal losses and bereavements on yourself

Personal grief/loss resolved sufficiently to perform & cope in an environment that has potential exposure to bereavement concerns.

Openness and willingness to learn from colleagues and families, and to share knowledge and skills with the team.

Commitment to ethical practice (i.e., BACP framework)

Resilience

Ability to manage own caseload, waiting lists, and allocation of clients – taking client's needs, staff/volunteer skills and capacity.

Ability to work effectively with people from a range of cultural, ethnic, social groups, regardless of age, religion, gender or sexual orientation.

Understanding of limits of own capability.

General

To maintain confidentiality at all times.

Policies and Procedures – The post holder must carry out his/her duties with full regard to all relevant Policies and Procedures. The post holder will remain responsible and accountable to any professional body and professional code of conduct appropriate to the role.

Other Duties – The duties and responsibilities in this job description are not restrictive and the post holder may be required to undertake any other duties, which may be required from time to time. Any such duties should not however substantially change the general character of the post.

Contribution and Development Review – The post holder should proactively assess his/her own development needs and seek out development opportunities, which will enable enhanced contribution to meet the objectives of the Hospice Business Plan, always following the 'Staff Development and Contribution' process.

Mandatory Training – The post holder must complete and maintain the required level of mandatory training required for the role.

Equality and Diversity – The post holder must carry out his/her duties with full regard to the Hospice's Equality and Diversity Policy.

Health and Safety – The post holder must carry out his/her duties with full regard to the Hospice's Health and Safety Procedures.

The managerial and clinical philosophy of the Hospice is based upon a multi-disciplinary approach. Staff regardless of grade or discipline are required to participate in this concept. The role of volunteers is integral with the work of St Andrew's and paid staff are required to underpin this in their attitude and actions.

All staff must be sympathetic to and able to project the philosophy and concept of hospice care

The Hospice has in place provision for staff support. Staff are expected to exercise responsibility in accessing whatever forms of support might be appropriate for them to ensure that they are able to offer the professional care for which they are employed.

St Andrew's Hospice is very much a community and all members of staff are encouraged to support the various social and fundraising events which are part of its day to day life.

An extract from the summary of the Health & Safety at Work Act 1979 stated:-

“Employees at Work: It is the duty of every employee while at work to carry out their work in a manner which is safe and free from risk to the health of himself/herself and other persons who may be affected by his/her acts or omissions. It is an employee's duty to assist and co-

operate with his/her employer in complying with any relevant statutory regulations imposed on his/her employer”.

This Job Description may change and the duties listed are not exhaustive, but such change will only be made following consultation between the (relevant) “Manager” and the post holder. A job description review automatically takes place as part of the Contribution and Development Process.

<u>Signature</u>	<u>Date</u>
Prepared by	
Confirmed by.....
Received by.....
Name (Print).....