

# Supportive Care Counsellor



## **Working with us is awesome!**

We see first-hand the importance of focusing on the life in our days not the days in our life. As such we recognise that to be happy in life you need to feel supported, content, motivated, passionate and have fun in the work you do. So with that in mind, we have flexible working arrangements to support the other things going on in your life. You will have a minimum of 35 days leave, including bank holidays, and an additional day off for your birthday (all leave is pro rata for part time staff). We have a broad range of special leave support ranging from adoption to pawternity leave (no that's not a spelling mistake; you have leave when getting a new pet!). We pride ourselves on our fair and transparent pay. In addition, we provide a contributory pension scheme as well as enhanced sick pay. Your wellbeing is essential. We provide an extensive wellbeing programme which includes a free employee assistance programme and a health cash plan. Your opinion also matters so we regularly ask for your input and feedback on how we can improve and on key organisational initiatives. We are here for the whole community and we value the diversity everyone brings to our team. We want you to grow, so we will support you with your learning and development throughout your career with us. As a charity, we are all about pre-loved and sustainable retail and, at all our sites, we care about the impact we are having on our environment. The key thing though on why working with us is awesome is simple: you will make a difference to peoples' lives. You will enable care and support to be given to people when they are feeling at their most scared and vulnerable.

## **Our Mission is Simple**

To provide outstanding care and support to the community of North Devon who are impacted by a life limiting illness.

## **Supportive Care Department Vision**

As a team, our outstanding, person-centred palliative care positively impacts on the physical, social, emotional and spiritual wellbeing of our patients and their relatives and carers, continuing into bereavement.

## **It is important to us that all our colleagues:**

- Act as an ambassador for the hospice
- Show deep motivation to make a real difference to our patients and their families
- Are kind
- Are honest, open and operate with integrity
- Are personally accountable and take responsibility for their own actions, decisions, performance and professional development
- Approach their role with fun, positivity and a growth mindset – and want to learn
- Are not scared to try new things and know that to succeed, sometimes they will have to overcome obstacles to achieve the best outcome for the hospice
- Are proactive in seeking out the information they need to do their job and in sharing information with their colleagues to enable them to do their jobs
- Listen and communicate effectively, calmly and constructively, adapting their approach to the needs and concerns of others
- Are collegiate and act as 'One Team', working in collaboration with their colleagues within and outside of their team
- Understand the impact of our own emotions on ourselves and others and notice negative or unsettling emotions on others, providing support where appropriate
- Show empathy when noticing unsettling emotions in others
- Show commitment to continue to develop your skills and knowledge to improve client experience
- Speak up when they have worries or concerns and take appropriate action if their values are compromised

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- Are open about when they have made a mistake and are proactive in resolving it
- Value and respect others and promote equity, diversity and inclusion

## To succeed in this role you will have:

- A qualification in Counselling or Psychotherapy to at least level 4 diploma.
- Highly developed communication and assessment skills
- Relevant experience of working with loss and grief
- An understanding of the emotional and spiritual impact of illness, loss and suffering
- Experience of one-to-one interventions
- Experience of facilitating therapeutic group work, and/or running groups to support wellbeing
- An understanding of the nature of the therapeutic relationship
- Computer literacy, including Word and Excel
- The ability to be proactive and to take initiative
- The ability to bring creativity and flexibility in order to meet client needs
- An awareness of own strengths and limitations
- Sensitivity and understanding
- The ability to be calm in emotionally charged situations
- The ability to cope with change and uncertainty
- BACP, or equivalent body, registration
- The ability to travel across North Devon without reliance upon public transport

## In this role you will be responsible for:

- Providing therapeutic counselling and group support to hospice clients, adults and children, who are experiencing the emotional and spiritual impact of life-threatening illness, death and bereavement
- Working in collaboration with colleagues across the hospice to plan, support and deliver care that is person centred and coordinated
- Assessing and helping hospice clients explore which therapeutic services offered by the Supportive Care department would be appropriate and of benefit to them and allocate to the appropriate Supportive Care staff and / or signpost them to other agencies where necessary
- Providing counselling, offering a safe, boundaried relationship within which a person can experience the freedom and relief of being listened to with compassion and without judgement
- Facilitating therapeutic and informal groups where group members are supported in exploring their feelings around their current situation
- Taking personal responsibility for prioritising and managing a caseload
- Providing a service that is flexible and responsive to client need
- Engaging in cooperative relationships with all hospice staff and volunteers and external agencies and organisations
- Keeping accurate client records on the hospice computer system and compiling reports as required
- Participating in the monitoring, review and auditing of the therapeutic services provided
- Attending to personal and professional growth and development
- Actively participating in supervision
- Complying with all standards and guidelines set by the British Association of Counselling and Psychotherapy
- Ensuring that you always follow good infection control practice and that you are familiar with infection control policies, procedures, and guidance relevant to your area of work
- Understanding your role in the safeguarding of adults and children by being able to identify risks, and recognise signs of harm, abuse or neglect including how to report concerns and take immediate action to protect a person at risk of harm or abuse

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## **Your competency framework – you will:**

### ***Strategic Thinking and Setting Direction***

- Proactively promote and engage in change and model the changes expected
- Work with colleagues and other professionals internally and externally to critically analyse practice and use evidence and feedback, both positive and negative, to identify options, risks and solutions
- Look ahead and track changing priorities, integrating information from multiple sources, analysing the impact, appropriately escalating risks and issues and acting on emerging opportunities quickly and decisively

### ***Sharing the Vision and Delivering the Service***

- Have a flexible approach and establish ongoing plans to deal with the more complex and difficult issues
- Support, coach and mentor others, asking questions to empower them to work out the answers for themselves, enabling the team to perform at its best, sharing learning to build success within and beyond the team
- Contribute to shaping future plans together with the team, linking tasks to organisational goals, being mindful of resources
- Understand and interpret relevant legislation and accountability frameworks

### ***Leading People***

- Pay close attention to what motivates individuals in your team so that they can channel their energy, so they deliver their objectives
- Employ strategies to manage conflict of interests and differences of opinion
- Give people the belief that change is achievable and that their contribution matters, encouraging the team to identify problems and solve them
- Demonstrate that the health and wellbeing of your team are important to you
- Encourage the team to deliver on the shared purpose, as much as on their individual objectives, looking out for opportunities to celebrate and acknowledge high standards

## **In addition we will ask you to:**

- Promote diversity and inclusion in all that you do
- Complete statutory training in accordance with hospice requirements
- Participate in personal development and review processes
- Adhere to all organisational policies and procedures
- Actively participate in the hospice risk management process to help safeguard the welfare of patients, visitors and staff and to take responsibility for reporting risks and managing risks as appropriate
- Follow good infection control practice at all times and maintain an up-to-date knowledge of the infection control policies, procedures, and guidance relevant to your area of work

## **The small print:**

- This job description may be reviewed in consultation with you and in light of any changing service requirements
- The job description is not exhaustive; other duties commensurate with the post may be required from time to time