Job Description

Job Title	Grade/Salary
Counsellor (Bank)	
Accountable to	**Responsible for**
Group Head of Counselling	N/A

Job Purpose and Role

The Bank Counsellor will provide therapeutic support to Adults, Children and Young People referred to the Teesside Hospice Bereavement Counselling Service, including individuals experiencing anticipatory grief prior to a death. As part of this flexible, as-required role, the counsellor may also deliver counselling and emotional support within local schools, working with pupils, staff and wider school communities when requested.

The post holder may contribute to the Hospice's external education offer, delivering bereavement-related training on an ad-hoc basis as required.

They will work in accordance with professional counselling standards, the Bereavement Service Standard Operating Policy, and all relevant Hospice policies and procedures. The role supports the Group Head of Bereavement Counselling in maintaining the effective, safe and high-quality delivery of the Bereavement Service.

Main Duties and key result areas

General duties	• To work as a key member of the Bereavement Service to ensure a high-quality service delivery in an ethical and professional manner in line with the agreed Standard Operating Policy. • To be a registered member of the British Association of Counselling and Psychotherapy (BACP) or equivalent professional body. • To be an experienced counsellor able to work both short or long term with clients and including experience of working with bereavement and loss. • To deliver bereavement related education to external partners and organisations. • To be responsible for a case load as agreed with Group Head of Counselling and service requirements. • To have experience of assessing clients for risk and suitability, recognising the need to seek support in more difficult and complex situations from Head of Counselling and/or Supervisor.

	• To work collaboratively with other members of the service, volunteers and wider Hospice as a whole to enable best support for patients and their families. • To liaise with external agencies and referrers as necessary in a professional manner in line with agreed confidentiality guidelines. • To maintain appropriate records to meet professional and Hospice guidelines and standards set by statuary bodies such as the Care Quality Commission (CQC). • To engage in regular supervision in accordance with professional requirements. • To maintain professional competence and ensure evidence-based practice by keeping updated with in house education, current research and development. • Attend team meetings and in-service training as required, and be prepared to facilitate workshops, educational sessions and therapeutic groups as agreed with the Head of Bereavement. Counselling and service need. • To demonstrate a commitment to Continued Professional Development (CPD). • To carry out the role in accordance with the law, Hospice and service Policies and other relevant professional guidelines.

Accountable • *Lead by example ensuring compliance of the Code of Conduct.* • *Able to justify your actions or decisions* • *Take personal responsibility for your actions*	***Trustworthy*** • *Able to be relied on as honest and truthful* • *Be authentic and transparent at all times* • *Respond to the needs of the business and deliver what is expected* • *Maintain a professional image at all times.*
Integrity • *Have a strong personal sense of integrity* • *Work effectively and do the right thing* • *Behave consistently in line with personal and hospice values*	***Ethical*** • *Adhere to professional and clinical standards* • *Maintain appropriate boundaries and relationships* • *Avoid actions that could cause harm either directly or indirectly* • *Ability to challenge unethical behaviour*
Compassionate • *Use kind language and behaviour* • *Feel/Show sympathy and concern for others who need our support and help*	***Skilled*** • *Seek opportunities to learn* • *Ensure the support and services we offer are effective* • *Update knowledge and skills, in line with legislative changes*

All employees are expected to:

- Live the Hospice's values so that the highest standards of patient and customer care can be achieved.
- Be committed to diversity and inclusion of all, promote and improve service standards, so that excellence in all that we do is perused through continuous improvement.
- Contribute to development of and strive to meet departmental, team and individual targets
- Participate in the staff appraisal and development scheme, one to one performance discussions and attend identified training to ensure continuous learning and improvement
- Comply fully with the Code of Conduct, health and safety requirements, legislation, regulations, policies and procedures
- Attend meetings or provide services outside of the usual working hours where reasonably requested to do so
- Have an overall understanding of the risks and implications associated with the requirements of the role and takes appropriate action to mitigate any potential consequences.
- Embrace digital ways of working to help improve efficiency and save costs to the Charity.
- Respect privacy and dignity at all times

The duties outlined in within this document are not exhaustive and other duties may be expected in line with the level of the role at the discretion of the Head of Service. Teesside Hospice reserves the right to amend the job description at any time.

I have read and understand the duties required for the role.

Signed ..... **Date** .....

Print name .....

Person Specification

Attribute	Detail	Essential or Desirable
Skills & Abilities	Excellent communication skills	**E**
	Excellent interpersonal skills	**E**
	Ability to work with other professionals	**E**
	Effective team worker	**E**
	Excellent organisation skills	**E**
	Understanding of working with volunteers	**D**
Knowledge & Experience	Accredited counsellor (BACP Membership)	**E**
	Sound experience of working with a range of clients both short and long term	**E**
	Experience of working with bereavement and loss	**E**
	Experience of assessing clients	**E**
	Management of own caseload and time including accurate record keeping	**E**
	Experience of working with children and young people	**E**
	Experience of working with patients and their families experiencing anticipatory grief	**E**
	Awareness of ethical practice	**E**
	Experience of training and/or facilitating groups	**E**
	Experience of audit	**D**
	Experience of supervising	**D**
Education & Qualifications	Qualified counsellor to a minimum of Level 5, Foundation degree in Counselling	**E**
	Be BACP registered	**E**
	Excellent IT Skills, specifically Microsoft Word, Excel	**E**
Personal Attributes/ Key skills	Tact and sensitivity in dealing with a variety of situations	**E**
	Self-aware and able to identify and seek support for own needs	**E**
	Flexible attitude towards work	**E**
	Good collaborative team working skills	**E**
	Self-confident and ability to work on own initiative	**E**
	Committed to anti discriminatory practice	**E**
	Ability to hold professional boundaries	**E**
	Understanding of multi-disciplinary working	**D**
Other	High level of motivation, flexibility and enthusiasm	**E**
	Responsible	**E**