

JOB DESCRIPTION

JOB TITLE: Counsellor

RESPONSIBLE TO: Operational Lead Counselling & Psychosocial Services

ACCOUNTABLE TO: Director of Care

HOURLY: 17.5 hours per week pro rata
(flexible hours, includes some evenings and weekends working).

SALARY BAND: £31,331 Full-time-equivalent

BASE: Gravesend – Manor Hotel

Responsible to: Operational Lead Counselling and Psychosocial services

About Us:

ellenor is the provider of all-encompassing hospice care for both adults and children living in North Kent and Bexley.

Our services for adults include the Inpatient Ward, Living Well programme, Hospice at Home, Care Home Support Team and range of Wellbeing services, including Therapies. For children in Dartford, Gravesham and Swanley, we provide clinical nursing support working with children's families to provide care at their place of choice, which is often their own home. This means the children can receive care in familiar surroundings. In addition, for Children in Dartford, Gravesham, Swanley and Bexley, we provide respite and Wellbeing services which include Play Therapy, Music Therapy, Counselling and Bereavement Support.

Our strategic aims recognise our role in leading the development of services to the wider community for patients with life-limiting conditions for both palliative care and at the end of life, and we see an increasing role in education and training and as a coordinator for providing the best possible palliative care to more people and families.

The Inpatient Ward models a multi-disciplinary approach. The medical team provides medical support to the patients, including ward rounds, admissions, and MDT meetings.

There is an outpatient Adult Living Well Service, along with out-patient clinics, Physiotherapy, Occupational Therapy and Wellbeing Services including Complementary Therapy, Counselling, Bereavement Support, Carers support, and Chaplaincy.

The Community Service comprises the Adult Hospice at Home Team and also a Care Home Support Team. The medical team provides support to this service by reviewing patients in clinics, at home and in nursing homes.

The Children's service provides specialist nursing support across Dartford, Gravesham and Swanley. In addition, our Children's Respite service provides hands on nursing and short breaks to children with cancer or palliative care needs in their own homes across Dartford, Gravesham and Swanley and Bexley.

The population of the core area (Dartford, Gravesham and Swanley), where both adult and children's services are provided; is approximately 270,000 people, with over 45,000 adults above the age of 65. The children's service area also extends to Bexley with a total current caseload of all areas covered of around 65 children.

Role Purpose

Providing Counselling to adults and young people whilst supporting the running and development of **ellenor's** Counselling Service.

Internal Key relationships

- Chief Executive
- Director of Care
- Operational Lead Counselling & Psychosocial Services
- Executive Management Team
- Senior Management Team
- Inpatient Unit
- Adult Hospice @ Home Service
- Children's Service
- Therapy Staff
- Medical Team
- Facilities staff
- Research Practitioner
- Clinical administration department

External Key relationships (this list is not exhaustive but identifies some of the key stakeholders)

- Age UK
- Alzheimer's & Dementia Support Service
- Local community groups
- Community Neuro Rehabilitation Team
- Rapid Response
- Community Services (including nursing and therapies)
- Carers First and Crossroads
- GP Federation
- Dartford, Gravesham & Swanley Primary Care teams
- Secondary care (Darent Valley Hospital and MFT)

- Local Kent and London Hospices

The duties outlined below are not definitive and may be changed in accordance with the needs of the organisation.

You will be an empathic and compassionate individual, with a drive to ensure that our Counselling Service is more than just a 'tick box' service. You will have the passion and dedication to ensure that our Counselling Service is the best service it can possibly be, and that each and every one of our clients receives the highest levels of support and service that they deserve.

Clinical Responsibilities:

- To provide counselling to clients under the care of **ellenor**, of all ages. This will include Face-to-Face counselling, counselling via Zoom or Telephone, and in some circumstances will include visiting clients in their homes.
- To receive, manage and triage counselling referrals from across **ellenor's** services and from other sources as deemed appropriate.
- To complete all administrative functions of the Counselling Service to a high standard including managing new referrals, booking assessments, ensuring all records are completed correctly and maintaining regular contact with those who are on the waiting list to ensure high levels of client-care and service are provided.
- To have full responsibility for managing a caseload as appropriate that will include providing counselling to adults and young people.
- To arrange, manage and complete assessments of prospective clients as necessary (telephone, face-to-face and Zoom assessments where required).
- Carry a client caseload and provide a counselling service in line with the BACP Ethical Framework.
- To receive regular supervision in line with BACP recommendations.
- To assist in Staff Debrief sessions where required.
- To support in the delivery and facilitation of (therapeutic) group sessions where required.
- To support in the delivery and facilitation of training sessions and workshops to different audiences where required.
- To provide some evening and weekend counselling sessions where necessary.
- To support in the development and offer of the Counselling offer for children and young people, providing counselling to children and young people as part of main caseload.
- To support in the delivery and facilitation of carer and bereavement support initiatives including GEMS Days, Remembering Day etc (includes occasional weekend working).

Service Delivery:

- To actively support the strategic development of the Counselling Service in order to enable the Counselling Team to offer high quality counselling and bereavement care to our clients.
- To be involved in the training and education of staff at the ellenor and external organisations as appropriate, on counselling and bereavement issues.
- To ensure that all ellenor counsellors have access to high quality CPD in order to ensure fitness to practice in-line with BACP guidelines.
- Where necessary, to ensure clients are referred on to services that potentially may more appropriately meet their psychological or spiritual needs.
- To assist in developing a co-ordinated service which meets the needs of various client groups and to identify gaps in the service, and have an active role in service development and improvement.
- To work with other members of the team to support our volunteer counsellors.
- To look at the bereavement care offered by the organisation in line with national and network guidelines and current research to ensure the best service is available within the current resources.
- To support the wider Wellbeing Service where required.
- To support in organising and facilitating CPD training events for counsellors.
- To participate in business planning and setting objectives for the service.
- Along with the other members of the Wellbeing Service, to ensure all the multi-disciplinary team (MDT) meetings have a regular attendance of a psychosocial professional.

Administration:

- To provide statistics and reports as required.
- To attend meetings as necessary, encouraging communication both internally and externally.
- To hold client records securely and maintain confidentiality at all times.

Professional Development and Supervision:

- Co-operate and attend all appropriate mandatory and statutory training as required by the organisation and / or their professional bodies.
- To participate in the ongoing educational programme.
- To evidence sufficient hours of on-going education to maintain accreditations – accessing study days and courses as necessary.
- To keep indemnity insurance updated.

- To abide by professional code of conduct as described in the guidelines for working practice issued by BACP.
- To undertake own supervision needs are met, appropriate to caseload.
- Engage fully in own annual appraisal process and agree with line manager organisational, team and personal objectives.

Professional Conduct

Each Registered Professional is responsible for his/her own actions and practice and is accountable to patients and those close to them for the care he/she administers. He/she must abide by the appropriate code of professional conduct.

Health and Safety

The post holder has responsibility to take reasonable care of self and others in relation to managing risk, health and safety and will be required to work within the appropriate policies and procedures.

This job description is not intended to be restrictive but is an outline of the main duties. The job description will be reviewed periodically to take into account developments in the organisation, department, or role

General Requirements

- Adapts and develops in line with the changing needs of the role
- Acts as an ambassador for **ellenor** in order to raise the profile of the organisation at a local, regional, and national level, as required
- Works flexibly across sites and departments from time to time as may be requested by their managers
- Undertakes other duties commensurate with the seniority of the post as may be requested by their managers
- To follow all policies and procedures
- The work within own professional Code of Conduct at all times
- To be aware of the staff values of **ellenor** and to behave as a fit representative
- To be aware of the philosophy of **ellenor** and to behave as a fit representative
- To abide by the organisation's general confidentiality policy
- To be aware of guidelines stated in staff handbook and all relevant policies and procedures
- To undertake bi-annual performance review when personal development plan will be discussed
- To attend statutory and specialised training when required

Person Specification
Counsellor

	Essential	Desirable
Recognised Qualification (L4 or above) in Counselling	X	
Qualification and/or experience providing children and young people with Counselling	X	
Accreditation with recognised professional body e.g. British Association of Counselling and Psychotherapy (BACP) or working towards accreditation	X	
Knowledge of Child Protection and Vulnerable Adult procedures	X	
Ability to provide Evening and/or Weekend support where required: Counselling sessions and support for events (GEMS days etc)	X	
Evidence of further study / relevant qualifications		X
Ability to work as part of a team and on own initiative	X	
Flexible and adaptable approach	X	
Ability and willingness to travel between sites or client's homes as required	X	
Excellent interpersonal and communication skills	X	
Experience working as a counsellor in a bereavement or healthcare setting		X
Ability to prioritise competing demands of workload	X	
Awareness and sensitivity to the needs of patients and families under the care of a specialist palliative care service	X	
Ability to use IT to a good standard including the use of Microsoft packages (Word, Excel, Outlook, Powerpoint)	X	
Ability to use own initiative, work without supervision, and manage own caseload where required	X	
Full, current, clean driving license required and access to own car (visits between different sites may be required)	X	