

Job description

Post:	Bereavement Counsellor
Department:	Community Involvement and Support
Reports to:	Bereavement, Spiritual Care, and Counselling Lead
Responsible to:	Head of Community Involvement and Support

The post holder plays a key role in enabling the Hospice to deliver its commitment to holistic, person-centred, compassionate care. The role supports the aims and objectives of the Bereavement Service, conducting clinical assessments, providing one to one bereavement counselling* for appropriate adult clients (in-person or, exceptionally, via telephone or online), and supervision of Bereavement Support Volunteers. The role supports the aims and objectives of the Spiritual Care and Counselling Team, in providing counselling* support, as appropriate, to patients, families/carers and bereaved people.

Signature:

Date:

Our values and behaviours

Our Values are summarised by the acronym **I CARE**. They support our vision, mission and culture, reflecting who we are together and as individuals.

I CARE

Integrity	- We are honest and open - We are trustworthy and authentic in our dealings with others - We always try to do the right thing
Compassion	- We are kind, supportive and caring - We have empathy and listen to those around us - We are warm and positive in our interactions
Accountability	- We work together to make the Hospice's vision a reality - We take responsibility for our work, performance, and behaviour - We acknowledge and learn from our mistakes
Respect	- We are inclusive, we value difference and work together effectively - We are sensitive to the thoughts, feelings and opinions of others - We treat everybody with dignity
Excellence	- We aim to be our best - We are forward-thinking and open to change - We share our skills, expertise and learning, striving for excellence together

1. Key Responsibilities

- 1.1. Conduct assessment of clients referred for bereavement support.
- 1.2. Provide counselling* services to bereaved adults that is cognisant of differing cultural approaches to death, dying and bereavement, irrespective of age, gender, race, ethnicity, disability, religion/belief, sexuality, or socio-economic status.
- 1.3. Act as a supervisor for Bereavement Support Volunteers and student counsellors.
- 1.4. Build effective working relationships and collaborate with multi-professional team (MPT) colleagues to provide adult counselling* to patients/family members/carers referred from the In-Patient Unit (IPU), Wellbeing and Clinical Nurse Specialist teams.
- 1.5. At all times, respect and maintain confidentiality, communicating only information relevant to the person's care in ways that are consistent with confidentiality agreements and compatible with Hospice policies and frameworks of care.
- 1.6. As required, act as a resource to the Hospice, providing expert psycho-spiritual knowledge, particularly where it concerns death, dying and bereavement.

2. Bereavement Service

- 2.1. As directed by the Bereavement Service Volunteer Coordinator, accept and accurately assess the needs of individual bereaved relatives/close friends, ensuring pertinent details are recorded on the PAH Bereavement Service Assessment Form, including a clinical formulation indicating the level of support required (i.e., Bereavement Support Volunteer, counsellor, IAPT).
- 2.2. Where appropriate, provide one to one bereavement counselling* for adult clients (face to face or via electronic media, i.e., telephone or online).
- 2.3. Record pertinent details about counselling* consultations in Bereavement Service documentation, including case notes and final summary.
- 2.4. Provide group supervision for Bereavement Support Volunteers and trainee counsellors on placement.
- 2.5. As required, provide cover for bereavement support groups: Early Bereavement Café; Monthly Bereavement Café; Grieving an Adult Child; Dovetail Parents' Group (some groups meet outside office hours, for which time off in lieu can be claimed).
- 2.6. Participate in the ongoing evaluation and development of the Bereavement Service, liaising with service colleagues to review the impact of bereavement support.

3. IPU, Community and Wellbeing

- 3.1. Build effective working relationships and collaborate with the Psycho-Spiritual Care Counsellor regarding referrals from MPT colleagues, and in good time, meet with and assess/triage any patient, family member/carer requesting or recommended for counselling* support.
- 3.2. Record pertinent details about counselling* consultations in the Hospice electronic records system, including, as appropriate, a clinical formulation and the nature of the support provided.
- 3.3. Report any immediately pressing needs or issues emerging during a consultation (e.g., safeguarding concerns) to an appropriate member of the person's care team (e.g., nurse-in-charge, senior nurse).

- 3.4. As required, participate in and/or facilitate MPT staff reflections on delivering care in challenging situations and contribute psycho-spiritually informed insight around death, dying and bereavement.

4. Other Responsibilities

- 4.1. Arrange and keep up to date with own supervision (Hospice funding by negotiation).
- 4.2. Contribute psycho-spiritually informed insight around death, dying and bereavement to Hospice Education programmes for MPT colleagues and students and external professionals.
- 4.3. Contribute to service development and research.
- 4.4. As appropriate, contribute to meetings with other departments that require psycho-spiritually informed insight around death, dying and bereavement.
- 4.5. Keep up to date with counselling literature and research, particularly where it concerns death, dying and bereavement, and act as a resource to the MPT, providing expert knowledge as required.
- 4.6. Abide by the BACP Ethical Framework.
- 4.7. At all times, act as an ambassador for the Princess Alice Hospice, exemplifying Hospice values and behaviours: Integrity, Compassion, Accountability, Respect, Excellence.
- 4.8. Undertake any other such duties or general tasks and hours of work as may reasonably be required and work in other locations within the Hospice organisation.

A job description is not a rigid or inflexible document but acts to provide guidelines to the duties expected while in post.

This job description will be reviewed and amended in the light of changing professional demands.

* In this Job Description, the term 'counselling' is defined broadly and means both *formal counselling* (i.e., contracted and boundaried, 50-minute, one-to-one sessions) and *informal counselling* (i.e., *pro re nata*, in IPU rooms, duration unspecified). In both cases, counselling is understood to be a confidential, relationship-based conversation with a trained and qualified counsellor, working under supervision to the BACP Ethical Framework.

Personal specification

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Qualifications and Training

- Minimum Level 5/6 qualification in counselling or psychotherapy.
- Registration with an appropriate professional body (e.g., BACP, UKCP, etc.).

Application form

Work background and experience

- At least two years' post-qualification experience as a counsellor.
- Demonstrable understanding of bereavement.
- Demonstrable understanding and experience of working with death, dying and bereavement.
- Experience of undertaking counselling assessments.
- Experience of multi-professional teamworking.

Application form

Particular skills and aptitudes

- Able to develop effective, empathic, non-judgemental working relationships with a range of clients, using appropriate counselling skills.
- Able to build good working relationships with professional colleagues.
- Able to work respectfully with volunteers.
- Able to work in a systematic and organised way.
- Good organisational/administrative skills.
- Good interpersonal and communication skills.
- Good telephone manner.
- Demonstrable teaching ability.
- Commitment to culturally competent, anti-discriminatory and anti-oppressive practice.
- IT literate (MS Office and client record systems).

Application form

Specialist knowledge

- Good knowledge of psychological theories and their clinical application.
- Good understanding of death, dying, bereavement, grief and loss.
- Good understanding of and willingness to provide psycho-spiritual care at the end of life.
- Good understanding of BACP Ethical Framework values and principles.
- Audit and research experience.

Interview

Personal qualities and other requirements

- Good personal awareness, able to reflect on own practice and life experience and make effective use of supervision.
- Able to work with and accept people with different cultural and belief backgrounds.
- Self-motivated, able to work independently.
- Able to work with volunteers who have a range of experience and skills.
- Able to maintain confidentiality.
- Non-judgmental attitude.
- Empathetic and sensitive to the needs of others.
- Committed to maintaining up to date Continuing Professional Development.
- Committed to collaborative working.
- Flexibility and willingness to learn.
- Familiar with healthcare and hospice culture.
- Awareness of, and commitment to the mission, vision, and values of the Hospice.

Interview