

Weldmar Hospicecare

Job Description and Person Specification

Job Title:	Counsellor and Bereavement Lead
Location:	Based in Dorchester
Hours of work:	30 hours per week
Grade:	Weldmar Salary Scale
Reports to:	Head of Operations
Responsible for:	Children & Young Person's Bereavement Practitioner Bereavement Counsellor (Inc Volunteer Counsellors) Bereavement Support Volunteers

Job Context

Weldmar Hospicecare is an independent charity that provides specialist end of life care to patients and those that are important to them throughout Dorset. This care is given in the comfort of patients own homes by Weldmar Community Nurses, via Day Services held across the county or as patients at our Inpatient Unit in Dorchester. Our team of dedicated staff and volunteers ensure that we can continue to support patients through one of life's most difficult journeys. We work closely with other health care providers including the NHS to ensure that our patients receive the highest possible care.

We do receive some funding from the NHS but the majority of our income is generated by our fundraising and retail teams, which plays a vital part in securing income to fund our care, both now and in the future.

The post of Counsellor and Bereavement Lead will lead the bereavement service and provide a counselling service up to Level 3 Psychological Support to patients, families and carers (NICE guidelines). Internal referrals will come via the relevant clinicians within each area. External referrals will be triaged within agreed protocols. The post-holder will ensure the development and quality of the psychological support service in line with NICE Guidance on Cancer Care Services, Improving Supportive and Palliative Care for Adults.



Job Purpose

- To directly provide a high quality counselling service to patients, their families and significant others
- To develop the provision of high quality psychological support for patients, their families and significant others throughout the patient's illness and into bereavement.
- To lead the bereavement team and line manage two counsellors in the team.
- To review and develop the effectiveness of the counselling service including audit.
- To recruit, manage, support and develop a team of Bereavement Support Volunteers and Volunteer Counsellors
- To provide professional clinical supervision to staff members and volunteer counsellors
- To provide education, support and advice to all staff on bereavement and counselling matters

Scope and Limits of Authority

Reporting to the Head of Operations, the Counsellor and Bereavement Lead will have operational responsibility for the management, delivery and development of psychological care and support provided to patients, families and significant others by Weldmar Hospicecare. The post holder will work alongside key colleagues to ensure the provision and development of the most appropriate service-response to patients, families and significant others requiring psychological support.

The post holder is responsible for the following resources:

- Counselling and bereavement-related policies, reports, standards, patient records and publicity and marketing materials
- Managing a small budget and contributing to bids for funds for any new areas of Service
- Managing a small staff team, and a team of Bereavement Support Volunteers/Counsellors

Job tasks

Service Development

- Review, evaluate and develop the psychological and bereavement support service, taking account of best practice and benchmarks within other palliative care services and related providers
- Establish bereavement risk assessment models that support the identification and provision of appropriate levels of support to individuals both in pre and post bereavement
- Contribute to the design and implementation of referral and allocation systems that provide the most appropriate psychological and bereavement services to patients, their families and significant others
- Highlight bereavement issues and provide support to all areas of service as needed e.g. through MDTs, induction and education programmes



- Assist with the identification of areas for development of new services, or changes to existing services, and contribute towards identifying and obtaining funding
- Raise awareness of the psychological support service and forge links with appropriate agencies and other support organisations
- Establish and develop a team of bereavement volunteers. To look at potential partnerships with recognised counselling establishments.

Service Management

- Monitor workloads, outcomes and performance within the area of psychological support in order to develop its provision as agreed with the Head of Operations
- Provide regular line management support to designated staff and bereavement volunteers, maintaining appropriate records
- Recruit, support, and ensure provision of training and supervision to counselling volunteers. To intervene as necessary to ensure the safety and best care of both volunteer and individual. To ensure assessment and effective matching of volunteer and patient.
- Ensure that the psychological support being provided reflects current attachment, loss and bereavement research and theory
- Ensure efficient recording and administration systems to support bereavement care and adhere to the organisation's reporting requirements
- Develop publicity and marketing materials for the psychological and bereavement support service and ensure appropriate distribution
- Maintain and develop excellent communications and working relationships with other members of Weldmar's professional and support teams and other relevant agencies and networks
- Participate in clinical governance where appropriate

Counselling

- Assess all referrals for bereavement ensuring appropriate and consistent responses are provided in line with NICE Guidance and BACP guidelines.
- Work with staff who provide non-medical support for patients, their families and significant others in developing appropriate triage systems to ensure involvement of the most appropriate professional(s).
- Maintain the standards of professional accountability in practice as determined by BACP and any other relevant professional body.
- Be responsible for ensuring own clinical supervision, continuing professional development and mandatory training. To contribute to the provision of professional clinical supervision as required
- To register with The Association of Bereavement Services Coordinators (ABSCO) and attend Regional Meetings and Annual Conferences/Training events organised by them.



PERSON SPECIFICATION

Qualifications and Knowledge

- A First Degree and a Post Graduate Diploma in Counselling as a minimum, and in depth knowledge of counselling theory and research
- Accreditation with the British Association for Counselling and Psychotherapy (BACP) or UKCP
- Accreditation or certification in Clinical Supervision
- In depth knowledge of attachment and loss theory and current bereavement thinking and research
- Understanding of palliative care
- Knowledge of audit and evaluation of service

Experience

- Experience of managing staff and volunteers
- Experience of supporting people through loss and bereavement
- Experience of developing models and policies and ideally of developing service provision
- Highly experienced counsellor
- Experience of facilitating/leading groups

Skills and Abilities

- Highly developed interpersonal skills, including listening, empathy and advocacy and ability to work with issues of loss and grief
- Good written communication skills, including ability to draft policies, reports and promotional materials
- Good team working skills and commitment to working collaboratively within multi-disciplinary team
- Good planning and organisational skills
- Confidence and ability to use initiative and creative problem solving
- Confidence in using IT (e.g. Microsoft Office. electronic patient records systems)
- Ability to work in partnership with users and carers
- Ability to network with the wider care agencies

Other Requirements

- Commitment to the values and ethos of Weldmar Hospicecare
- Act as an advocate and ambassador for the Charity
- Commitment to and understanding of equality and diversity and how this translates into good practice
- Understands and conforms to Weldmar Hospicecare infection prevention and health and safety policies and actively promotes best practice at all times.
- Commitment to own continued professional and personal development
- Ability to travel which requires a full valid driving licence and business insurance

