



JOB DESCRIPTION

1. JOB IDENTIFICATION

Job Title: Counsellor
Responsible to: Bereavement Services Manager
Department(s): Bereavement Services, a part of the wider Community Services.

2. JOB PURPOSE

To provide assessment of need and the delivery of high-quality, specialist bereavement counselling/support and appropriate therapeutic interventions adopting a trauma informed practice, in line with BACP ethical framework or equivalent such as:

- One-to-one
- Group work, informal and formal
- Psychoeducational sessions
- Family support
- Remembrance events

The post holder will also:

- Lead and develop specific aspects of service delivery in adult bereavement
- Work as one of the wider Bereavement Service team which is part of the Community Services Team at Highland Hospice
- Facilitate appropriate access to other specialist services, including signposting
- Be responsible to the Bereavement Services Manager

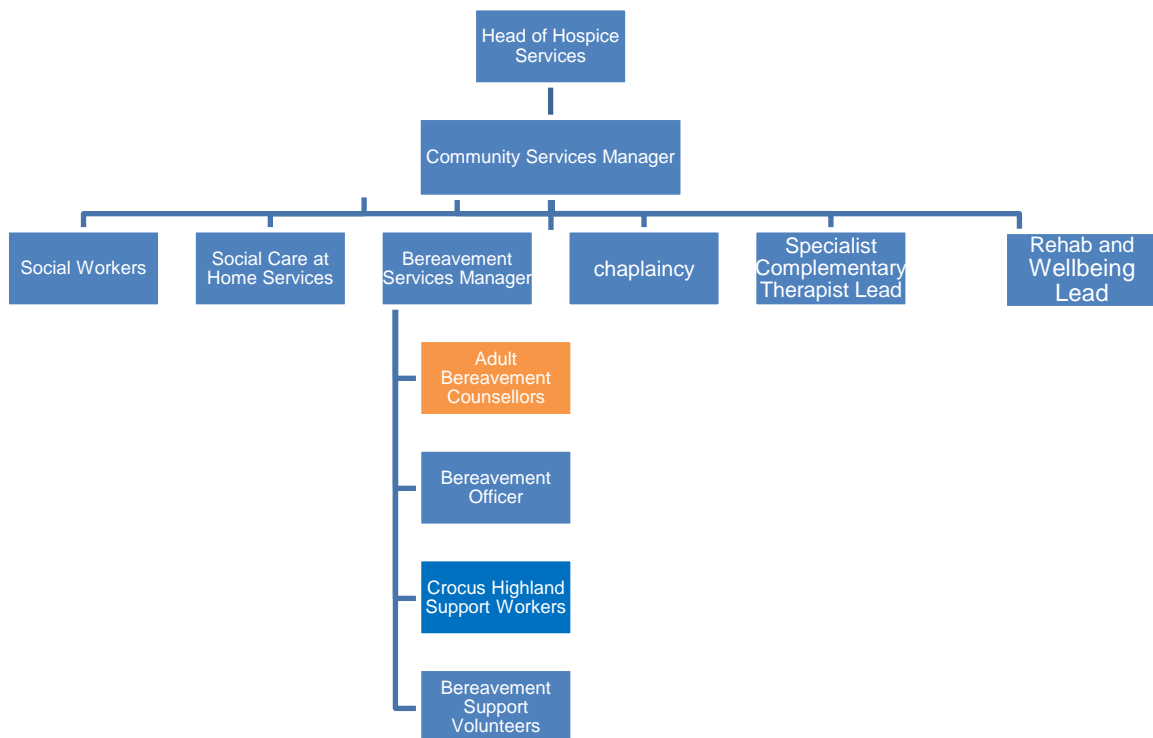
3. DIMENSIONS

The post holder will:

- Work autonomously assessing and supporting adults in Highland who have been bereaved by any cause of death.
- Respond to the needs of individuals and their families/carers to ensure they are supported appropriately through one-to-one support and group work, using a person centered form of intervention and adopting trauma informed practice

- Take the lead and delegate tasks and responsibilities as appropriate to team members and volunteers
- Providing training, guidance and advice on bereavement
- Contribute to wider bereavement work by participating in relevant local operational working groups.
- Work as part of the wider Bereavement Services and Community & Supportive Services teams
- Liaise with Hospice colleagues as appropriate.
- Liaise with external agencies as appropriate
- Undertake training and education as required.

4. ORGANISATIONAL POSITION



5. ROLE OF DEPARTMENT

Highland Hospice provides within its 12-bedded in-patient unit a high quality, safe and supportive environment in order to care for people who have life-limiting illness and are living with complex pain, symptom, spiritual and psychosocial needs which require specialist interventions. Highland Hospice also provides advice and support to other health professionals caring for those with palliative care needs in their own homes and in hospitals across the area, envisioning the provision of equitable access to palliative care based on clinical need regardless of diagnosis or geographical location. Highland Hospice helps to facilitate palliative care initiatives/developments in Highland through partnership working.

Through our bereavement services and working in partnership with others we aim to ensure appropriate support is available for all those in Highland living with grief, regardless of age, location or cause of death. The Adult Bereavement service provides a non-clinical service not limited to those with a Hospice or palliative care connection. It may include counselling, family work, groupwork and provision of specialist knowledge exchange and community engagement.

6. MAIN TASKS, DUTIES AND RESPONSIBILITIES

Service Delivery

- Undertake holistic and appropriate assessments regarding the bereavement support needs of individuals referred to the service and completing appropriate support plans, utilising creativity and compassion.
- Undertake completion of risk assessment and risk management for individuals. This includes specific activity risk assessments and the wider dynamic risk assessment of all situations.
- Tailor intervention in partnership with individuals to maximise their capabilities, resilience and personal agency and ensure it is person centered, trauma informed practice taking into consideration any other mental health issue, adverse childhood experiences, intersectionality and vulnerabilities which may be present.
- Identification of when an individual is out-with the bounds of the job holders role/competency and/or core service and supports appropriate onward referrals and signposting.
- Take the lead in aspects of service development and delivery
- Act as a specialist resource for bereaved adults and their families/carers within Highlands.
- Provide consultation, up to date information, training and advice on bereavement to external agencies as appropriate.
- Hold responsibility and accountability for own case management and record keeping, alerting any issues to the manager
- Provide advocacy for adults with other agencies involved in their care as to ensure psychological safety (for example specialist nurses, community link workers, GPs and social work).
- Collaborate with other bereavement team members involved in family support
- Liaison and information sharing with other agencies/professionals to ensure appropriate, holistic care is provided within the adult's formal network of support.
- Ensure that bereavement outcomes are adequately achieved and that the service is delivered appropriately in line with the service specification.
- Work collaboratively with the team to co-ordinate and deliver services: one-to-one bereavement support/counselling, group work, peer support, family support, remembrance events, social events, consultancy and advice.
- Actively contribute to the review, development and design of the bereavement service in line with the Hospice's strategic plan, and in liaison with the Bereavement Services Manager, bringing individuals feedback and experiences as an influence.
- Take an active role in recruitment and training of suitable volunteers and help facilitate their ongoing professional development.
- Fulfil a proactive role in annual service risk assessments and service evaluation
- Participate in regular line management meetings, supervision and annual appraisal programme with the Bereavement Services Manager.

Clinical effectiveness

- Work within the necessary Hospice policies and procedures.
- Promote robust governance as an integral component of the service.
- Contribute to an environment that promotes evidence-based practice, participates in audit and research to improve service development across Highland.
- Provide evidence to demonstrate the quality and effectiveness of the service through audit, review and evaluation, implementing appropriate changes as required.
- Maintain confidentiality.
- Promote the safeguarding and welfare of children and vulnerable adults in line with the Highland Council guidelines and procedures.
- Assist in the review of policies and procedures relating to bereavement support, taking into account new developments in bereavement research and legislative and practice frameworks.
- Pro-active participation in service evaluation.

Education and Training

- Maintains up-to-date professional knowledge of counselling practice relevant to death, dying, bereavement and grief
- Involved in preparation and delivery of training relating to bereavement within Highland Hospice and across Highland area in line with the Hospice strategy
- Training and mentorship of professionals and volunteers attached to the service as appropriate to their development.
- Participate in Hospice appraisal system and work towards achieving professional and personal objectives.
- Provide evidence of ongoing professional development through attending seminars, conferences, etc. as appropriate.
- Work as part of the wider team to plan, organise, implement and evaluate additional events and activities to raise awareness of bereavement/grief and promote open conversation about death, dying and grief.

General

- Participate in the development of standards, policies and audit for all relevant aspects of the service.

Professional

- Work within A Bereavement Charter for Children and Adults in Scotland.
- Works within requirements of the BACP Ethical Framework or equivalent and maintains active registration with the professional regulatory body and provides evidence of continuing professional development
- Adhere to the Bereavement Care Standards as described in Shaping Bereavement Care (Scottish Government).
- Attend relevant forums and working groups in discussion with the Manager.
- Maintain adequate records of counselling/support work and provide appropriate statistical returns as required
- Help to initiate, drive and implement changes, which lead to improved client experience and staff satisfaction.

7a. EQUIPMENT AND MACHINERY

- Email, internet, printer, photocopier, scanner, laptop, personal computer, telephone
- Driving own car when appropriate

7b. SYSTEMS

- Online case management systems, Microsoft Office, Zoom and other online meeting/webinar platforms.
- Responsible for maintaining accurate and evaluative client records in accordance with the Highland Hospice record-keeping policy.
- Follow Highland Hospice policies and procedures.
- Undertake the collection of data for use in service audit and departmental research initiatives.
- Complete monthly statistical data collection as required.

8. ASSIGNMENT AND REVIEW OF WORK

- Workload will be generated by the specific service needs and day-to-day tasks/work streams will be agreed by the Manager.
- Working autonomously, the post-holder will meet regularly with the Manager and will attend team meetings and development meetings as directed by them.
- Working collaboratively in facilitation of groups, remembrance events etc.
- The post holder is responsible to the Bereavement Services Manager in terms of line management, supervision and formal appraisal.

9. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

- Coping with a varied, demanding caseload/workload.
- Exposure to emotional or distressing situations not limited to bereavement. For example: Self-Harm, suicidal ideation, domestic abuse and family conflict, and being able to manage risk of harm.
- Managing time effectively, prioritising work to meet competing demands/deadlines.
- Communicating with children, families/carers and other people in emotional distress and/or conflict
- Maintaining confidentiality at all times.
- Using acquired skills to prevent situations from escalating and becoming volatile.
- Facilitating effective family support sessions where there may be conflict.
- Networking and working alongside outside agencies to negotiate ongoing support in the community to enable service users to achieve best outcomes.
- Undertaking a mentally and physically demanding job, whilst at the same time taking care to safeguard own health and safety as well as colleagues and clients.
- Requirement to travel at times to engage with remote and rural populations.
- Lone working

10. COMMUNICATIONS AND RELATIONSHIPS

Internal

- All staff at Highland Hospice including clinical team, learning & development, bereavement services colleagues, community & supportive services, administration, quality assurance, volunteers and fundraising.
- Education, advice, and discussion on support plans need to be communicated; this may involve the use of both verbal and non-verbal communication depending on need of individual.
- Required to have highly developed interpersonal and communication skills. The post requires a high degree of flexibility and sensitivity to timing approaches relating to legal, practical, and psychological issues.
- Managing any disclosures relating to issues of child or adult protection.

External

- Working alongside all relevant outside agencies to negotiate roles and bereavement support needs, enabling individuals to achieve best outcomes
- Required to have highly developed interpersonal and communication skills. The post requires a high degree of flexibility and sensitivity to timing approaches relating to legal, practical, and psychological issues
- Identifies potential and existing challenges in support options and uses advanced communication skills to resolve issues related to loss, grief and bereavement

11. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB

Physical Demands

- Long periods using phone/ computer.
- Occasionally driving long distances within Highlands.
- Sitting for prolonged periods with lack of movement places strain on back and neck

Mental/Emotional Demands:

- To be able to maintain focus under pressure – for example, managing group dynamics.
- To be able to work flexibly and cope with making decisions 'on the spot' to respond to changing needs and priorities and to maintain service user safety and dignity.
- To be able to communicate effectively with adults who may be cognitively impaired.
- To be able manage situations where people may express verbal or physical aggression
- To be able to cope with working day-to-day with people dealing with loss, grief and bereavement.
- Maintain a well-developed professional identity.
- Dealing with family conflict, past or current abuse issues, and emotional or social crisis.

12. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

- A recognised degree in counselling, or equivalent
- Individual professional accreditation with British Association for Counselling and Psychotherapy (BACP) (or equivalent) or eligibility for this
- Evidence of continuous professional development in own area of expertise
- In-depth knowledge of at least one counselling approach with underpinning theoretical knowledge

and understanding of loss, grief and bereavement

- Experience of leading/facilitating therapeutically in individual and in group settings.
- A clear understanding of bereavement care standards for adults
- Knowledge of the policies, philosophy and principles which underpin palliative care and death, dying and grief
- Experience of working with professionals
- Understanding of Child Protection guidelines in Highland to safeguard children.
- Ability to offer specific professional expertise dependent on experience.
- Ability to maintain confidentiality appropriate to the setting.
- Awareness and understanding of Bereavement Charter for Scotland
- Ability to work within recognised time limits. A clear understanding of the differing needs of children and young people of different ages, stages and abilities
- Effective communication skills verbally, non-verbal and in writing.
- Ability to work effectively with colleagues from other disciplines involved in the support of people
- Possession of a clean driving licence
- Experience of preparing and delivering training to a range of different professionals
- Excellent time management and self-management skills and an ability to prioritise work

13. GENERAL

In addition to the specific duties and responsibilities outlined in this job description, all staff members should be aware of their specific responsibilities towards the following:

- Highland Hospice operates a no-smoking policy.
- Adhere to all health and safety and fire regulations and to co-operate with Highland Hospice in maintaining high standards of health and safety.
- Uphold ethical and professional standards and not behave in a manner that is likely to bring Highland Hospice into disrepute.
- Promote and sustain a responsible attitude towards equal opportunities and diversity within Highland Hospice.
- Demonstrate a commitment to ongoing registration requirements or any national professional or occupational standards associated with the role.
- Demonstrate a commitment to ongoing learning and development and to participate in any training and development relevant to the role.
- For designated roles, the post holder will be responsible for health & safety, business continuity planning and/or risk management. (These responsibilities will be notified on appointment).

Person Specification – Counsellor

Criteria	Essential	Desirable
<u>Qualifications</u>	<p>Recognised professional qualification to diploma or degree level in a relevant field.</p> <p>Registration with relevant body such as BACP and/or ability to</p>	Bereavement training, including traumatic deaths (e.g suicide)
<u>Work Experience/history</u>	<p>Familiarity with various therapeutic modalities and interventions related to grief and loss</p> <p>Experience in grief counselling and/or of working therapeutically with individuals experiencing loss and/or trauma</p> <p>Experience of working with third sector services and multi-disciplinary working</p> <p>Practices within the code of ethics and values of BACP or equivalent</p>	<p>Experience of taking on leadership roles within a team setting</p> <p>Experience of working with traumatic grief</p> <p>Experience of delivering training</p> <p>Ability to conduct assessments</p> <p>Experience in group facilitation</p> <p>Understanding of the needs of bereaved children and young people, adverse childhood experiences and neurodiversity.</p>
<u>Communication</u> Ability to communicate effectively to provide excellent care/service	<p>Excellent communication skills</p> <p>Experience in using a range of communication channels to build relationships.</p> <p>Ability to recognise and overcome barriers to effective communication.</p>	<p>Ability to actively listen</p> <p>Experience in communicating with groups and individuals digitally and over the phone.</p>
<u>Personal and People development</u> Commitment to own and/or others development e.g. training courses or on the job training	<p>Experience in seeking, giving and using feedback from/to others to develop practice.</p> <p>Ability to engage and adapt to new work areas</p> <p>Demonstrated commitment to continued training and professional development.</p>	<p>Good understanding and knowledge of holistic approaches to psychosocial and psychoeducational support</p> <p>Ability to identify and address own development needs</p> <p>Ability to assign tasks within a team</p>

	<p>Highly motivated and able to motivate others.</p> <p>Empathetic, positive and person centered.</p>	
<p><u>Health and safety and Security</u> Understanding of policies, procedures and standards</p>	<p>Experience with dynamic risk assessments and managing identified risks effectively.</p> <p>Experience in working to legislative and policy requirements.</p> <p>Sound knowledge and understanding of Highland child and adult protection guidelines and procedures</p>	
<p><u>Service Improvement</u> Commitment to service delivery and the smooth running of the organisation</p>	<p>Ability to adapt own role according to service requirements</p>	<p>Experience with contributing to new projects/initiatives.</p> <p>Experience with participating in improvement planning and evaluation</p>
<p><u>Quality</u> Commitment to high standards either as an individual or as part of a team</p>	<p>Excellent teamwork skills and experience in working to support wider teams.</p> <p>Ability to manage own time and prioritise workload.</p> <p>Ability to work under pressure.</p> <p>Flexible to work evenings, weekends and occasional overnights as required</p>	<p>Understanding and knowledge of reflective practice and reporting.</p>
<p><u>Equality and Diversity</u> Understands the importance of a diverse workforce</p>	<p>Passionate about providing equitable support to bereaved people and actively removing barriers to support.</p> <p>Challenges bias, prejudice and intolerance</p> <p>Actively promotes equality and diversity in work with children, young people and families</p>	