

EAST ANGLIA'S CHILDREN'S HOSPICES

Job Title: EACH Counsellor

Reports to: Locality Wellbeing Lead

Job Summary: To deliver therapeutic individual and group interventions to family members, establishing and evaluating goals for care.
To work with the family and the network around them.
To undertake generic emotional and mental health assessments as required.
To provide a counselling service to individuals and families.
To work as part of a multi-disciplinary team within a network of palliative care provision.

The post holder will be required to provide support across a range of settings in the community, hospital and at the hospice and across localities when required.

Key Responsibilities:

- Work in accordance with EACH's model of service delivery which places service user need at the centre of clinical work and incorporates systemic work (working with the systems around a child and family) into every assessment, formulation and intervention.
- To assess a service user's need for targeted interventions and agree with them the goals for support and how these will be achieved.
- To provide therapeutic support to a child, young person, and adult service users and significant others using individual, group and family techniques as appropriate.
- To work collaboratively to determine the preferred place of care, (including face to face and virtual offers), time of day and day of week for the service user.
- Monitor and evaluate progress during the course of intervention and to provide appropriate reports on this, including capturing impact and outcomes.
- To identify when the level of support may be beyond the scope of an individual worker and that other professional support may be needed.
- To effectively liaise and communicate with professionals and outside agencies to ensure the support offered is effective and meets the needs of the service user.
- To maintain clinical records using the SystemOne electronic records system.

- To provide general emotional support, signposting to information and other services, creation of journey and memory work, groups, and providing practical advice and support around the time of death and into bereavement.
- To support families in the decision making process regarding the hopes and wishes for the child / young person and the family during life, end of life care and into bereavement. This could include supporting the planning of the baby, child or young person's funeral, if appropriate. To involve the lead child / young person in decision making as appropriate.
- To contribute to the planning, organisation and delivery of the annual Memory Day(s).
- To contribute to the planning and/or attendance at Universal groups as identified.

Team Working

- To attend multi-professional meetings, actively contributing and providing a resource to the wider care team reflecting on the psychosocial needs of families.
- To build relationships with service users and colleagues, as part of the multi-professional team.
- To recognise and report problems and work with others to solve them.
- To participate in multi-professional care planning.
- To contribute to and participate in the multi-professional audit process.
- To be involved in the selection, recruitment and management of volunteers to provide emotional health and wellbeing support, as required.

Professional Responsibility

- Maintain professional standards in accordance with the practitioners relevant professional body and work within all relevant legal, ethical and professional frameworks applicable to the practitioners professional domain.
- Act as a positive role model who enables change.
- Maintain up to date knowledge of best practice in safeguarding and the identification of potential risk to babies, children, young people, families and significant others.
- Responsible for on-going practice development and lifelong learning by adopting a reflective approach to personal practice, participating in appraisal, clinical and safeguarding supervision, reflective practice, education and training.

Education & Governance Activities

- To participate in the EACH in-service teaching programme and other training events as required.
- To participate in relevant clinical governance activities within EACH.
- To participate in student placement programmes where appropriate.
- To contribute to EACH's audit programme, where required.
- To participate in education and training both within and outside of EACH.
- To provide statistical information as required.

General requirements:

- Maintain confidentiality in all areas of work at EACH.
- Ensure that their conduct within and outside EACH does not conflict with professional expectations.
- Actively support and promote EACH and all its policies and procedures.
- Promote the safeguarding and welfare of children, young people and adults at risk.
- Take responsibility for their continuing professional development.
- Attend staff meetings and training as required.
- Ensure an awareness and observation of Fire and Health and Safety Regulations.
- Ensure the respect, dignity and rights to privacy of children, young people and their families as far as possible.
- Participate in supervision sessions and appraisals with their line manager (and staff for whom they are responsible).

EACH values:

- Dignity and respect: by recognising the individual, welcoming diversity and nurturing choice
- Compassion: by being welcoming and showing warmth, hope, and empathy

- Leadership and excellence – by making a personal commitment to high quality care and services
- Integrity: by acting ethically, honestly, fairly, professionally and with accountability
- Collaboration and Co-operation: by building connections, strengthening relationships and partnership working
- Community: by creating supportive relationships and a sense of belonging
- Innovation and Learning: by enhancing and sharing our skills, experiences, knowledge and wisdom

This job description reflects the present requirements of the post. As duties and responsibilities change and develop, the job description will be reviewed and is subject to amendment in consultation with the post holder.

The management and clinical philosophy of EACH is based on a multi-disciplinary approach. Staff regardless of grade or discipline are required to participate according to this concept. All staff must be sympathetic to, and able to project the philosophy and concept of hospice care.

The role of volunteers is integral with the work of EACH, and paid staff are required to underpin this in their attitude and actions.

East Anglia's Children's Hospices is a regulated organisation and as such, you will have your criminal record checked. You will be asked at interview if you have any criminal convictions and a Disclosure & Barring Service (DBS) check on the existence of a criminal record will be made if you are the preferred candidate for appointment to the post.

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PERSON SPECIFICATION – Counsellor

	Essential	Desirable
Knowledge & Training	<p>Diploma or above in counselling or psychotherapy with a relevant professional registration e.g. BACP, UKCP</p> <p>Knowledge of child development and its influence on parent/child relationship in every stage of a child's development</p> <p>Knowledge and ability to work therapeutically with children, young people and their parents/carers.</p> <p>An understanding of specialist palliative care.</p> <p>Knowledge of current legislation relating to children and young people including best practice in safeguarding children.</p> <p>I.T literate (e.g. word processing and Email)</p>	<p>Systemic training and/or professional qualification.</p> <p>Trauma related qualification.</p>
Experience	<p>Experience of providing emotional support/talking therapies within a systemic framework with children and adults.</p> <p>Experience of working collaboratively with teams and other agencies.</p> <p>Evidence of working within a multi-disciplinary team.</p> <p>Experience of maintaining professional boundaries.</p>	<p>Previous experience of working in primary care or other healthcare settings</p> <p>Experience of working in a palliative care setting.</p> <p>Experience of providing bereavement support or crisis work support</p> <p>Experience of contributing to service evaluation</p>

Skill & Abilities	<p>Excellent communication skills to enable collaborative work with individuals/families which seek to gain the voice of the whole family.</p> <p>Ability to effectively communicate and deliver interventions virtually.</p> <p>Ability to make use of practice supervision.</p> <p>Ability to prioritise need and workload and manage own time.</p> <p>Ability to maintain confidentiality appropriate to the setting</p> <p>Evidence of ability to work within a systemic theoretical framework</p> <p>Ability to work within a time limit</p> <p>Ability to recognise problems and work with others to solve them</p> <p>Able to work flexibly and responsively, providing assessment and interventions according to need.</p> <p>Effective communication skills in all areas of practice both orally and in writing</p> <p>Ability to work effectively with colleagues from other disciplines</p> <p>I.T. literate (e/g word processing, E-Mail)</p>	<p>SystmOne clinical records system</p> <p>Ability to identify, monitor and evaluate interventions to support wellbeing.</p>
Other Requirements	<p>Must have full driver's licence and own transport and able to travel to locations to deliver care as required.</p> <p>Evidence of commitment to own continuing educational development.</p>	