

## Job Description

<b>Job Title</b>	<b>Grade/Salary</b>
Volunteer Bereavement Counsellor	Volunteer Role
<b>Accountable to</b>	<b>Responsible for</b>
Head of Bereavement Counselling	N/A

### Job Purpose and Role

The volunteer Bereavement Counsellor will provide counselling to Adults, Children and Young people referred to Teesside Hospice Bereavement Counselling Service. This includes clients referred from the Hospice for anticipatory grief counselling as well as bereaved clients from the Hospice catchment area. The Bereavement Counsellor will work within professional guidelines, Bereavement Service Standard Operating Policy, and Hospice policies. They will support the work of the Head of Bereavement Counselling in the development and efficient running of the Service.

### Main Duties and key result areas

General duties	<ul style="list-style-type: none"> <li>• To work as a key member of the Bereavement Service to ensure a high-quality service delivery in an ethical and professional manner in line with the agreed Standard Operating Policy.</li> <li>• To be a member of the British Association of Counselling and Psychotherapy (BACP) or equivalent professional body and to be accredited with that body.</li> <li>• To be an experienced counsellor able to work both short or long term with clients and including experience of working with bereavement and loss.</li> <li>• To be responsible for a case load as agreed with Head of Bereavement Counselling and service requirements.</li> <li>• To have experience of assessing clients for risk and suitability, recognising the need to seek support in more difficult and complex situations from Head of Bereavement Counselling and/or Supervisor.</li> <li>• To work collaboratively with other members of the service, volunteers, and wider Hospice as a whole to enable best support for patients and their families.</li> <li>• To liaise with external agencies and referrers as necessary in a professional manner in line with agreed confidentiality guidelines.</li> <li>• To maintain appropriate records to meet professional and Hospice guidelines and standards set by statutory bodies such as the Care Quality Commission (CQC).</li> <li>• To engage in regular supervision in accordance with professional requirements.</li> <li>• To maintain professional competence and ensure evidence-based practice by keeping updated with in house education, current research, and development.</li> <li>• To demonstrate a commitment to Continued Professional Development (CPD).</li> <li>• To carry out the role in accordance with the law, Hospice and service Policies and other relevant professional guidelines.</li> </ul>
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## Delivering to our Values

### **Accountable**

- Able to justify actions or decisions
- Takes personal responsibility for their actions
- Able to describe the impact of their work in a way others understand
- Welcomes feedback as an opportunity to grow and develop

### **Trustworthy**

- Working collaboratively with beneficiaries, colleagues, partners and supporters
- Being authentic and transparent
- Trusted to respond to needs and deliver what is expected of us
- Projecting a professional image that engenders trust

### **Principled**

- To adhere to professional and clinical standards
- Maintain appropriate boundaries and relationships which are built on trust and honesty
- Avoid and speak out against any actions, or behaviours, that conflict with our values or could cause harm to any stakeholders
- Demonstrate strong moral principles which embody Teesside Hospice's vision and bring our values to life
- Do the right thing even in difficult situations, and always endeavour to work effectively and efficiently to maximise results and service

### **Skilled**

- Having and showing the knowledge, ability or training to work well
  - Seeking opportunities to learn from a wide range of sources
  - Contributing to the provision of excellent, safe and effective care no matter what your role is in the organisation
- Ensuring that the treatment, support and services we offer are effective

### **Compassionate**

- *Feeling or showing kindness and concern for others*
- *Able to empathise with people who dealing with a terminal illness*
- *Being kind in use of language and behaviour*
- *Caring for others who need our support and help*

**All employees are expected to:**

- Live the Hospice's values so that the highest standards of patient and customer care can be achieved.
- Be committed to diversity and inclusion of all, promote and improve service standards, so that excellence in all that we do is perused through continuous improvement.
- Contribute to development of and strive to meet departmental, team and individual targets
- Participate in the staff appraisal and development scheme, one to one performance discussions and attend identified training to ensure continuous learning and improvement
- Comply fully with the Code of Conduct, health and safety requirements, legislation, regulations, policies and procedures
- Attend meetings or provide services outside of the usual working hours where reasonably requested to do so
- Have an overall understanding of the risks and implications associated with the requirements of the role and takes appropriate action to mitigate any potential consequences.
- Embrace digital ways of working to help improve efficiency and save costs to the Charity.
- Respect privacy and dignity at all times

The duties outlined in within this document are not exhaustive and other duties may be expected in line with the level of the role at the discretion of the Head of Service. Teesside Hospice reserves the right to amend the job description at any time.

I have read and understand the duties required for the role.

**Signed** .....

**Date** .....

**Print name** .....

## Person Specification

Attribute	Detail	Essential or Desirable
<b>Skills &amp; Abilities</b>	Excellent communication skills	<b>E</b>
	Excellent interpersonal skills	<b>E</b>
	Ability to work with other professionals	<b>E</b>
	Effective team worker	<b>E</b>
	Excellent organisation skills	<b>E</b>
	Understanding of working with volunteers	<b>D</b>
<b>Knowledge &amp; Experience</b>	Accredited counsellor (BACP Membership)	<b>D</b>
	Sound experience of working with a range of clients both short and long term	<b>E</b>
	Experience of working with bereavement and loss	<b>E</b>
	Experience of assessing clients	<b>E</b>
	Management of own caseload and time including accurate record keeping	<b>E</b>
	Experience of working with children and young people	<b>E</b>
	Experience of working with patients and their families experiencing anticipatory grief	<b>E</b>
	Awareness of ethical practice	<b>E</b>
	Experience of training and/or facilitating groups	<b>E</b>
	Experience of audit	<b>D</b>
<b>Education &amp; Qualifications</b>	Qualified counsellor to a minimum of Level 5, Foundation degree in Counselling	<b>E</b>
	BACP or professional body, registered	<b>E</b>
	Excellent IT Skills, specifically Microsoft Word, Excel	<b>E</b>
<b>Personal Attributes/ Key skills</b>	Tact and sensitivity in dealing with a variety of situations	<b>E</b>
	Self-aware and able to identify and seek support for own needs	<b>E</b>
	Flexible attitude towards work	<b>E</b>
	Good collaborative team working skills	<b>E</b>
	Self-confident and ability to work on own initiative	<b>E</b>
	Committed to anti discriminatory practice	<b>E</b>
	Ability to hold professional boundaries	<b>E</b>
	Understanding of multi-disciplinary working	<b>D</b>
<b>Other</b>	High level of motivation, flexibility, and enthusiasm	<b>E</b>
	Responsible	<b>E</b>