

## **JOB DETAILS**

**Job Title: Senior Counsellor**

**Grade: Band 6**

**Hours of Duty: Full time, 37.5 hours per week (Requires some out of hours working)**

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## **Organisational Arrangements**

**Accountable to: Director of Clinical Services**

**Report to: Wellbeing Centre Manager**

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## **Summary of Role**

The post holder will work as a member of the Wellbeing Centre team, providing counselling services to pre- and post-bereaved persons. They will lead therapeutic groups supporting those accessing or impacted by palliative care. As required they will also offer individualised support to patients with terminal and life-limiting conditions accessing our wellbeing and clinical services.

The post holder will contribute to the development of the Wellbeing Centre, and will support colleagues to further their knowledge and skill set in offering psychological and wellbeing support. They will be a senior member of the Wellbeing Team providing leadership and managerial support to the Wellbeing Centre Manager.

The post holder will work in line with Hospice values and the ethos of the Wellbeing Centre. The care we provide is individualised, flexible, and collaborative, and developed in dialogue with patients, service users and our other Hospice services.

## **Key Responsibilities**

### **Main Duties**

- To act as a role model and provide exceptional counselling skills and expertise across the organisation
- To manage an active caseload of clients dealing with complex psychological and emotional issues as a consequence of a life-limiting diagnosis or bereavement
- To provide specialist one to one and group intervention via a range of delivery modes
- To holistically assess, plan, implement and evaluate an individual's requirement for, and response to, therapeutic practice
- To confidently identify and respond to the changing needs of the client, adjusting intervention accordingly and with the knowledge of the Wellbeing Centre Manager.
- To identify risk or safeguarding concerns for vulnerable clients and report immediately to the Wellbeing Centre Manager/Safeguarding Lead
- To provide managerial support and leadership to the counselling team
- To respond appropriately in managing a crisis or emotional/psychological deterioration and to ensure that an effective plan of support and care is put in place

- To confidently liaise with other professionals and organisations, as necessary, to facilitate appropriate additional support and/or signposting
- To prioritise workload appropriately and to work flexibly to meet the changing needs of clients and the organisation
- To be able to work both autonomously and in close partnership with the Hospice Team
- To document electronically
- To complete contemporaneous and accurate records in accordance with professional counselling requirements and standards and Hospice practice
- To ensure that all patient and sensitive information is treated confidentially and in line with local Hospice policies and national legislation
- To be an educational resource to the Hospice team and to be able to contribute to training sessions as requested
- To take an active role in facilitating our staff wellbeing programme
- To maintain and update current knowledge of evidence-based best practice
- To work in accordance with BACP and NICE guidelines and national standards for palliative and end of life care, bereavement, and psychological support

### **Clinical**

- To perform initial assessments of clients presenting with normal and complex anticipatory and post-death grief and patients accessing palliative care
- To provide check ins, one-to-one counselling and group therapeutic support to the bereaved, patients and family members
- To oversee the triage and continual risk assessment and risk management for all referred clients and patients
- To work with clients who have mild, moderate or complex mental health issues, while recognising and practicing within the limits of your training and capacity
- To manage own caseload and administrative tasks
- To support the Wellbeing Centre Manager with referral management in the Counselling Service
- To establish and develop close, collaborative working relationships, both within the Hospice and with the wider multi-disciplinary team
- To engage in clinical supervision in line with BACP guidance

### **Professional**

- To be working towards BACP accreditation, if not already accredited.
- Once accredited to maintain any required accreditations and registered membership with the BACP and further develop professional practice by undertaking the annual requirement of 30 hours continuing professional development
- To ensure the maintenance of high standards of practice according to the policies of the Hospice and the professional and accrediting body (BACP) and operate within the Ethical Framework for the Counselling Professions
- To maintain up to date knowledge of national and local guidance in mental health and psychological therapies
- To attend and/or facilitate in house CPD session

### **Service Organisation and Development**

- To take responsibility for some area of practice within the Wellbeing Service
- To participate in any other activities as agreed with Service managers

### **Information, Technology and Resources**

- To maintain clear, professional records of clinical work
- To be a source of relevant information for clients and staff and to be involved in the production of informational material as required

### **Personal**

- To read, understand and comply with all Hospice policies and procedures, applying them as appropriate to the role
- To be aware of individual specific responsibilities with regards to the safeguarding of vulnerable adults as appropriate to the role
- To attend, and participate in, all relevant meetings, both within the Hospice, and externally, as appropriate and agreed with the line manager
- To undertake, on occasion, such duties and responsibilities of a reasonable nature, which may be delegated by the Wellbeing Centre Manager or the Director of Clinical Services

### **Management**

- To line manage junior member(s) of the counselling team
- To work alongside the Wellbeing Centre Manager to manage and organise the daily running of the Wellbeing Centre.
- To support other members of the wider Hospice team, including both staff and volunteers
- To work and support the Wellbeing Centre Manager with the planning and organisation of various events and projects for Wellbeing Centre service users, which may involve working outside normal working hours
- To demonstrate proficient IT skills in order to maintain and develop data collection and reporting
- To gather and assess feedback from service users, identifying opportunities for improvement
- To support local audit and evaluation of the Wellbeing Centre, assisting with any improvement plans that might be identified
- To take a proactive approach towards service development, using initiative and creativity to implement new ideas and ways of working, where agreed with the Wellbeing Centre Manager and deemed to be of benefit to patients, staff and the organisation
- To cover/deputise for the Wellbeing Centre Manager during periods of absence
- To contribute to funding applications in collaboration with relevant staff

### **Organisational**

- To exemplify the organisational values of the Hospice, acting as a role model to others
- To maintain confidentiality and safe data handling at all times
- To participate in the Hospice appraisal process
- To raise any areas of risk or concern in accordance with Hospice policy, including incident reporting

### **Educational**

- To adhere to all statutory and mandatory training requirements as designated by the organisation

- To attend and participate in learning and development opportunities as deemed mutually beneficial for yourself and the organisation
- To maintain continuing professional development
- To contribute to training and development of other staff within the Hospice
- To take responsibility for identifying personal and professional development requirements and communicate these to the line manager
- To maintain an active role in self-development and continuing education by attending planned education sessions and development training

## Volunteers

Dr Kershaw's Hospice is generously supported through its active volunteers who work alongside employees of the Hospice, across all departments, helping to fulfil the needs of the services.

As part of all roles at the Hospice, it is expected that all post holders commit to assisting and supporting volunteers to perform their roles to the best of their ability. In addition, it may be required of the post holder to act as a volunteer lead if identified with the Volunteer Co-coordinator, as appropriate.

## Health and Safety/Security

- To be familiar with all requirements of the Health and Safety at Work Acts and the Hospice health and safety policies and regulations applicable to the post.
- To co-operate actively with nominated Health and Safety personnel in achieving the aims of the Hospice Health and Safety policy, Fire Regulations, and related issues, and to ensure that legal requirements are met.
- To take responsible care for the health and safety of yourself and others who may be affected by your acts or omissions, and comply with health and safety legislation.

## General

- **Confidentiality:** It is a condition of employment that staff will not disclose any information obtained in the course of their duties other than to those entitled to receive it. The post holder must ensure that the confidentiality of personal data remains secure and the terms of the Data Protection Act and relevant Hospice policies are met in respect of information held on the Hospice computer system.
- **Equal Opportunities:** The Hospice is committed to equality of opportunity. All staff are required to comply with current legislation and Hospice policies.
- **Health and Safety:** Staff must ensure they are familiar with the requirements of the Health and Safety at Work Act (1974) and the Hospice Health and Safety policies and regulations applicable to their post.
- **Safeguarding:** Dr Kershaw's Hospice is committed to safeguarding adults and children and expects all staff to share in this commitment. Staff have a responsibility to ensure that they are aware of specific duties relating to their role and should familiarise themselves with the Hospice safeguarding policy. Regular safeguarding training updates will be held and are mandatory for all staff.

The above indicates the main duties that maybe reviewed in the light of experience and developments within the service. Any review will be undertaken in conjunction with the post holder.

Dr Kershaw's Hospice May 2026



Due to the nature of the organisation you will undertake any other reasonable tasks or duties that are deemed to be within your capability, to meet the needs of the organisation's services and/or directed by a senior manager to whom you have a reporting relationship.

## PERSON SPECIFICATION

### Job Title: Senior Counsellor

The person specification should set out the qualifications, experience, skills, knowledge, personal attributes, interests and other requirements, which the post holder requires to perform the job to a satisfactory level.

	<u>ESSENTIAL</u>	<u>DESIRABLE</u>	METHOD OF ASSESSMENT
<b>QUALIFICATIONS &amp; TRAINING</b>	<p>Evidence of ongoing CPD</p> <p>Registered member of BACP</p> <p>Training in multiple counselling modalities</p>	<p>Degree in Counselling or equivalent, such as Level 5 Diploma in Counselling recognised by BACP</p> <p>Accredited member of BACP</p> <p>Relevant recognised professional/clinical qualifications relating to bereavement and psychological and emotional care</p>	<p>CV/Application Form</p> <p>CV/Interview</p> <p>CV/Application Form</p>
<b>EXPERIENCE</b>	<p>Experience of facilitating small groups</p> <p>Participation in ongoing supervision</p> <p>Good IT skills, including Word, Excel and Outlook</p> <p>Ability to organise own work, working both autonomously and as part of a team</p> <p>Experience of having worked as part of a multidisciplinary team</p> <p>Ability to plan and develop programmes of emotional care and interventions</p> <p>Ability to reflect and adapt practice to suit individual client needs</p> <p>To advocate professionally on behalf of patients</p>	<p>Experience delivering therapeutic work in a variety of modalities</p> <p>Experience of working with those affected by life-limiting/terminal illnesses and experiencing loss</p> <p>Experience of working with children and young people</p> <p>Experience of working within a voluntary organisation</p> <p>Experience of providing training to other professionals/volunteers</p> <p>Experience of community and multicultural working</p>	

	<p>Ability to support other members of staff and volunteers</p> <p>Ability to identify risks and to manage risk</p> <p>Ability and willingness to contribute to service development</p> <p>Ability to motivate others</p> <p>Effective time management skills</p>		
<p><b>KNOWLEDGE</b></p>	<p>Understanding and awareness of a range of therapeutic interventions and techniques</p> <p>Understanding of the theories and best practice relating to loss and bereavement</p> <p>Understanding of trauma and how it affects bereavement</p> <p>Experience with integrative techniques that draw on a number of modalities</p> <p>Excellent understanding and application of caseload management skills</p> <p>Excellent knowledge surrounding the safeguarding of patients</p> <p>Ability and confidence to use own initiative</p> <p>A commitment to the teaching and support of others</p> <p>An ability to understand, interpret and put into practice policies and relevant frameworks in day-to-day practice</p>	<p>Specialist training in loss and bereavement interventions and techniques</p> <p>Training in the effects and risk of trauma in bereavement responses</p> <p>Familiarity with creative therapies and interventions to promote wellbeing and resilience</p>	

<p><b>COMMUNICATION SKILLS</b></p>	<p>Excellent listening and communication skills across all therapeutic forms, including verbal and non-verbal</p> <p>Ability to work empathetically, and to interpret and work sensitively with a range of potentially complex and stressful issues</p> <p>Ability and confidence to communicate information and risk effectively with the MDT across all levels as appropriate and required</p> <p>Enthusiastic, approachable and friendly manner</p> <p>Well-developed written communication skills</p>	<p>Good presentation and teaching skills</p>	
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<p><b>PERSONAL ATTRIBUTES</b></p>	<p>Motivated, self-driven and enthusiastic</p> <p>To be empathetic and compassionate and to have a responsive, collaborative approach that respects individuals' rights of autonomy and confidentiality</p> <p>Comfortable working independently and as part of a team</p> <p>Able to work under pressure, demonstrating problem-solving skills, creativity and initiative</p> <p>Ability to understand and work with conflict</p> <p>Ability to appreciate, understand and value diversity in a non-judgemental manner</p> <p>Ability to maintain appropriate boundaries</p> <p>Organised and reliable</p> <p>Ability to identify own learning needs and interests</p> <p>Ability to reflect and critically appraise own performance</p> <p>To practice self-reflection and self-care techniques to maintain personal resilience when working with bereavement and death</p> <p>Willingness to develop collaborative working with other provider groups</p> <p>Commitment to the work and values of the Hospice</p> <p>To have some flexibility towards service requirements which on occasion may require working outside of standard hours</p>		
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