

Vacancy Information Pack

**Counsellor / CBT Therapist**

**Fixed Term – 3 years**

Please apply using a Hospice Application Form (included in this pack)

**GRADE/SALARY: Hospice Band 6**

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| **Starting *‘Step 1’* salary on appointment** | ***Step 2* salary following 6 – 12 months satisfactory performance** |
| £36,917 per annum (pro rata) | £40,736 per annum (pro rata) |

**HOURS:** Part-time:30hours per week. Applications for job sharing may be considered.

**CLOSING DATE:** *5pm on Friday 3 December 2021*

**INTERVIEW DATE:** *Thursday 16 December 2021*

**This post requires the post holder to have a PVG Scheme membership record. If the post holder is not a current PVG member for the required regulatory group (i.e. adult) then an application will need to be made to Disclosure Scotland and deemed satisfactory before they can begin in post. A joint application will be made which the Hospice will pay for.**

We want to ensure that as much of our resources as possible go towards supporting people with an incurable illness and therefore we do not normally contact unsuccessful applicants individually. If you have not heard from us within four weeks of the closing date, please assume that your application has been unsuccessful on this occasion. However, we would encourage you to apply for other suitable roles. Thank you for your interest in this vacancy and in working for St. Columba’s Hospice Care

**VACANCY**

Scotland’s first modern hospice, St Columba’s Hospice Care first opened its doors in 1977. Over the years it has grown and evolved into an exemplary provider of specialist palliative care for thousands of people with life-limiting illnesses in Edinburgh and the Lothians, while also providing support to their relatives and loved ones. Our patients face a range of conditions, including cancer, respiratory disease, heart failure and MND. We currently have a part-time vacancy to join our dedicated team:

**Counsellor / CBT Therapist**

**Fixed Term – 3 years**

**Hospice Band 6 – Starting Salary £36,917 pro rata (rising to £40,736 pro rata after 6-12 months satisfactory performance) + Pension + Benefits**

**Part time – 30 hours per week. Applications for job sharing may be considered.**

We are looking for an approachable, organised, motivated and compassionate counsellor / CBT therapist to join our specialist Family Support Team.

Working with other counsellors and as part of a multidisciplinary team, you will be instrumental in the continued development of counselling, bereavement and carer support services at St Columba’s Hospice. Working with adults living with incurable illness and facing end of life, as well as with their relatives and loved ones, you will be a registered, qualified and experienced counsellor and/or CBT therapist, accredited by BACP and/or BABCP or eligible for such accreditation, and will have specialist knowledge of illness, loss and bereavement. You will provide sessions both in-person and/or remotely via telephone and/or NHS NearMe. Able to work well as part of a team, you will have excellent communication skills, and will enjoy being involved in the recruitment, training and supervision of volunteers.

Experience of providing counselling supervision, of working in a health care setting, and of offering time-limited psychological therapies and group work would support your application.

*For an informal discussion about the post please call Craig Hutchison, Family Support Team Manager, on 0131 551 1381.*

**For an application form and job description, visit our website at www.stcolumbashospice.org.uk Alternatively call 0131 551 7722 or by email hr@stcolumbashospice.org.uk**

**CLOSING DATE:** *5pm on Friday 3 December 2021*

**INTERVIEW:** *Thursday 16 December 2021*

**Scottish Charity No SC003634**

#### **St. Columba’s Hospice Care**

**JOB DESCRIPTION**

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| 1. **JOB IDENTIFICATION** |
| Job Title: **Counsellor / CBT Therapist (part time)**  Responsible to: Family Support Team Manager  Department(s): Family Support Team  Job Reference: STC/AHP/08  Last Update: 18/08/2021 |

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| **2. JOB PURPOSE** |
| * To assess clients’ needs, identifying potential risk of harm, directing clients to appropriate interventions (e.g. group support, individual bereavement support, individual counselling/CBT), and making onward referrals to external services where appropriate * To provide psychological therapies to people with incurable illness (including ward inpatients and community outpatients) as well as to their families and loved ones, both pre- and post-bereavement * To provide accessible services, both in-person and remotely (via telephone and/or NHS NearMe) * To provide counselling supervision to volunteers and student placements * To create and facilitate support groups and therapy groups * To manage a caseload and maintain appropriate records * To work within an evidence-based model of psychological care * To provide information, advice and support to other healthcare professionals to help them identify and manage psychological problems in patients and their family members * To participate in the Hospice educational programme as required, including induction, education etc. * To contribute to community rituals around loss and grief, e.g., Time of Remembrance Events |

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| **3. DIMENSIONS** |
| **Accountable to Family Support Team Manager**   * To offer psychological therapy to adults, both in-person (in Edinburgh and East Lothian) and remotely (via telephone and NHS Near Me videoconferencing platform) * To provide consultative support and counselling supervision to volunteers and student placements * To work closely with Family Support Team Manager to develop a broad counselling, carer and bereavement support service, including development of a variety of facilitated and peer support groups * To work as part of the hospice multidisciplinary team providing psychological and emotional care and advice across all hospice services * To contribute to educational programmes across professional disciplines as appropriate |

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| **4. ORGANISATIONAL POSITION** |
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| **5. ROLE OF DEPARTMENT** |
| * The multi-professional Family Support Team comprises counsellors, family support volunteers, specialist play therapists and the chaplain and chaplaincy volunteers. Working closely with patients and family members, it offers support to people as they: come to terms with incurable illness; adapt to the changes this brings to their lives and relationships; prepare themselves and others for death, and as they cope with loss and bereavement. The service seeks to enable patients and families to sustain a meaningful quality of life in the face of illness and disability and to cope with loss, grief and bereavement. The department also provides education and support for colleagues from other departments in recognising and managing psychological distress. * As part of the multidisciplinary team, the counsellor/CBT therapist is an integral part of the holistic care provided to people and their families at St Columba’s. |

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| **6. KEY RESULT AREAS** |
| **Clinical**   1. To offer effective psychological therapy and family support interventions for individuals, couples, families and groups, using relevant knowledge and training to help people adjust to their individual circumstances 2. To support people in decision-making and problem-solving at a time of extreme psychological and emotional distress 3. To work within a recognised evidence-based psychological therapy model or models 4. To work appropriately and effectively, both in-person and/or remotely (via telephone or NHS NearMe) 5. To liaise with other health and social care professionals to identify people with psychological, emotional and bereavement needs that are appropriate for the counselling / CBT and family support services 6. To conduct full assessments to ensure appropriateness of referrals and assess any risk of harm, and to respond within an agreed time scale 7. To ensure professional boundaries and clear service delivery, including management of confidentiality, risk and duty to disclose etc. 8. To organise and manage own caseload of counselling work, working to service limits 9. To plan, facilitate and develop therapeutic group work, facilitate support groups and to work with line manager to develop multi-layered approach to pre and post bereavement support 10. To record relevant information in records and communicate appropriately with other members of the multi-professional care team 11. To act as a resource for staff, students and other professionals seeking specialist bereavement and counselling advice and teaching, contributing to understanding and assessment of the psychological and emotional aspects of supporting people facing illness, loss and bereavement 12. To attend regular meetings to represent the Family Support Service, gathering information, acting as a resource to the wider team, and ensuring effective communication channels operate within the hospice 13. To maintain health and safety of the counselling environment   **Professional**   1. To work within the ethical framework of the British Association for Counselling and Psychotherapy (BACP) 2. To regularly participate in own external counselling supervision 3. To maintain active registration with an appropriate professional regulatory body, and to actively maintain or to work towards own accreditation 4. To identify and maintain a supportive network for self, including organising own external counselling supervision and active membership of relevant special interest groups 5. To maintain patient confidentiality at all times, in accordance with hospice policies and procedures, only releasing confidential information obtained during the course of employment to those acting in a professional capacity when ethically/legally required and authorised to do so 6. To ensure that the policies and procedures of the Hospice in relation to the care of patients are adhered to and that working practices are of the highest standard, including awareness of standards and requirements of HIS, national and organisational policies, procedures and service standards 7. To maintain adequate and accurate records of clinical work and to provide statistical returns and evaluation data as required 8. To maintain training and Continuing Professional Development (CPD) and be aware of developments in own professional field   **Managerial**   1. To ensure the service delivered is equitable, appropriately structured and conducted in accordance with Hospice policies and procedures and relevant professional frameworks (e.g. BACP) 2. To provide counselling supervision and consultative support to volunteers, student placements and others as required 3. To maintain up-to-date, accurate and appropriate multi-disciplinary records, to record appointments and room bookings, and to provide statistics as required by the Hospice 4. With colleagues, to gather and maintain information about appropriate alternative counselling and support resources external to the Hospice, for onward referral 5. To attend and contribute to relevant Lothian-wide or National counsellor group meetings, and to work together with other practitioners in the development of family support services in specialist palliative care   **Education, Research and Audit**   1. To take part in core Hospice induction and mandatory training as appropriate 2. To be proactive in identifying and addressing own personal education and development needs in consultation with line manager 3. To assist in the evaluation of Family Support services 4. To participate in the educational programmes offered by the hospice, internally and externally, taking an active role in the delivery of education in the specialist field of palliative care 5. To provide support and supervision for clinical placements 6. To engage in practice-based research as required 7. To contribute to the advancement of the knowledge base of specialist palliative care through publications and presentations at local and national conferences 8. With colleagues, to proactively embed a culture of gathering feedback, evaluation, audit and research in the counselling and bereavement support service and the wider hospice   **Other**  This job description does not contain an exhaustive list of duties, and the post holder may be required to undertake other duties that are within the post holder's skills and abilities whenever reasonably instructed. The job description will be reviewed from time to time in order to adapt and develop the role according to service needs and Hospice policies. |

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| **7a. EQUIPMENT AND MACHINERY** |
| * Computer / keyboard, iPad, Telephone / mobile phone, office equipment (e.g. photocopier) * Comply with all moving and handling training, policy and procedures and use of personal protective equipment (PPE), as required |
| **7b. SYSTEMS** |
| * Computer programmes will be used regularly, including Microsoft Office, Outlook diary, NHS NearMe, BACPAC records system and our online HR and education systems (StaffCare, LearnPro, Moodle) * Maintain referral, assessment, recording, monitoring and discharge systems in the absence of line manager * Use of CORE System for monitoring and evaluation |

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| **8. ASSIGNMENT AND REVIEW OF WORK** |
| * Allocation of work by line manager * In absence of line manager the counsellor / CBT therapist is responsible to Director of Clinical Services * In absence of line manager will maintain Family Support service systems in collaboration with administrators * Work with people is undertaken independently within broad occupational policies, professional codes of ethics, government guidance and legal requirements, and is supervised by line manager * Expected results and parameters are defined and agreed with line manager and Director of Clinical Services, but post holder has significant discretion to decide how they are best achieved in clinical practice * Anticipates and responds appropriately to problems/needs of service and takes steps to resolve them, involving colleagues as appropriate * Is responsible to line manager for guidance, professional management, review of work and formal appraisal of performance * Additional support is available from peers and external reference points, including regular external counselling supervision * Meets regularly with other team members, attends staff and departmental meetings |

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| **9. DECISIONS AND JUDGEMENTS** |
| * Required to have advanced skills in assessment and case formulation for working with individual clients and families facing highly complex circumstances * Expected to make decisions on a daily basis, analysing and acting on information using advanced and comprehensive knowledge, skills and experience in counselling and bereavement support, and taking into account guidance from BACP, specialist Guidelines and Protocols, and Hospice Policies and Procedures * Ensure that professional practice is in compliance with organisational Adult Support and Protection and Child Protection policies and procedures, and be able to balance these requirements appropriately with ethics of confidentiality * Required to have advanced skills in group work and dynamics in relation to facilitating and developing open and closed support groups and family therapy * Uses flexible and innovative approach to problem solving and decision making in order to prioritise own workload and respond to demands of the service |

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| **10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB** |
| * Working entirely within palliative care. Managing and maintaining a complex caseload which includes people experiencing disability and facing death, adults supporting loved ones who are dying, and those who are bereaved * Finding a workable balance between the clinical, administrative and educational workloads * Building in time for CPD, maintaining registration, and maintaining or working towards accreditation * Undertaking a mentally, physically and emotionally demanding job whilst establishing and maintaining strategies for good self-care * Managing the expectations of the multidisciplinary team within the hospice * Working to maintain team capacity boundaries and complying with workload management policy and procedures |

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| **11. COMMUNICATIONS AND RELATIONSHIPS** |
| **Clinical**   * To establish effective therapeutic relationships quickly due to time limited nature of working with people with incurable illness * To create appropriate opportunities for people to explore and identify their feelings and needs * To maintain appropriate professional boundaries * To communicate to and receive from clients, their families, colleagues, team members and other clinicians highly complex, sensitive or contentious information, whilst maintaining a strict code of confidentiality * To handle information with empathy and the highest level of expertise, sensitively managing any potential barriers to understanding and acceptance, including cognitive functioning, family dynamics and highly emotive situations * To work effectively both in-person and remotely (via telephone and/or NHS NearMe) * To deal appropriately and sensitively with verbal complaints * To demonstrate highly developed interpersonal skills, adapted to varying settings, situations and roles within the hospice, and to maintain the professionalism and integrity of the service * To respond appropriately to people who have a range of physical and mental health problems and who may require services to be creatively adapted to enable them to continue to participate, particularly as their condition deteriorates * To support other members of the multidisciplinary team in managing their work with people who are coping with difficult and emotional experiences * To provide timely and accurate reports (both verbally and in writing), to communicate assessment findings, progress and to suggest other professional input requirements with multidisciplinary team as appropriate and within the boundaries for confidentiality   **Other Agencies**   * To negotiate and liaise with other agencies external to the hospice to optimise patient and family care and to ensure effective service delivery, e.g., GPs, other hospices, community groups, other voluntary organisations, as appropriate * To refer onto and work collaboratively with other counselling and mental health services |

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| **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** |
| **Physical Demands:**   * To sit for long periods while actively listening and delivering counselling / CBT * To use VDU and other IT equipment on a frequent basis * To travel to East Lothian and Edinburgh hospice sites to deliver in-person sessions/groups   **Mental Demands:**   * To maintain intense concentration and attention over prolonged periods while conducting assessments and providing complex counselling/ CBT and bereavement support with individuals, families, and groups * To focus entirely on the work in hand for each session, and be able to be ready for the next session * To manage a work pattern that is frequently unpredictable within the set hours and constraints of the post   **Emotional Demands**   * To work in an environment of very high emotion * To be regularly exposed to people with incurable illness and/or nearing end of life * To listen to distressing, and occasionally highly distressing, circumstances * To work with people with multiple presenting problems / co-morbidity, including anxiety, depression, fatigue, chronic pain, challenging family dynamics and complex personal histories * To be personally grounded and resilient, maintaining a robust sense of self and a developed level of self-awareness * To able to build on existing professional self-care and ‘emotional safety’ mechanisms in order to respond appropriately to people seeking counselling and bereavement support   **Environmental Demands**   * To manage occasional, and sometimes frequent, encounters of uncomfortable and unpleasant situations * To manage very occasional exposure to verbal abuse, or aggression and hostility |

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| **13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB** |
| Minimum required to undertake this role:   * Educated to professional Diploma level in counselling, psychotherapy and/or CBT * An in-depth knowledge of at least one counselling approach * Accredited with BACP or BABCP or eligible for accreditation with BACP or BABCP * Registered with BACP, COSCA, UKCP or an equivalent professional register accredited by the Professional Standards Authority * At least 4 years post-qualifying experience, and evidence of appropriate Continuing Professional Development * Understanding of contemporary approaches to loss, grief and bereavement * Experience of working in time-limited contracts with clients * Understanding of palliative care * Proven empathic listening skills * Advanced communication and interpersonal skills * Ability to work independently and autonomously as part of a multidisciplinary team   Desirable   * Counselling supervision qualification * Qualification in working remotely and/or virtually * Additional training and/or experience working with groups * Advanced qualification in counselling (e.g. Masters level qualification) * Experience of supervising counsellors and providing consultative support to volunteers * Experience of working in a health or palliative care setting * Experience of collaborative working in a multi-disciplinary team |

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| **14. JOB EVALUATION OUTCOME** | |
| Band 6:  Date: 23 August 2021 |  |

ST. COLUMBA’S HOSPICE CARE

#### **PERSON SPECIFICATION**

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| **POST:** | Counsellor / CBT Therapist | **BAND:** | 6 |

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| **CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| **Education and Qualifications** | * Educated to Diploma level in counselling / psychotherapy / CBT * An in-depth knowledge of at least one counselling approach * Accredited with BACP or BABCP or eligible for accreditation with BACP or BABCP * Registered with BACP, COSCA, UKCP or equivalent | * Counselling supervision qualification * Specialist qualification in remote and virtual counselling * Additional training for working with groups |
| **Knowledge and Experience** | * At least 4 years post-qualifying experience as a counsellor / CBT Therapist and evidence of CPD * Understanding of contemporary models of loss, grief and bereavement * Experience of working in time-limited contracts with clients * Understanding of solution-focused approaches to counselling | * Experience of remote work (telephone and/or videconferencing) * Experience of facilitating support and/or therapy groups * Experience of supervising counsellors and providing consultative support to volunteers * Experience of working in a health or palliative care setting * Experience of collaborative working in a multi-disciplinary team |
| **Skills and abilities** | * Proven empathic listening skills * Advanced communication and interpersonal skills * Ability to work independently and autonomously as part of a multidisciplinary team * Ability to develop and promote effective interpersonal relationships with colleagues and across teams | * Suicide risk assessment and intervention skills |
| **Personal Qualities** | * Demonstrated warmth, maturity, sensitivity, resilience, self-awareness and sense of humour * Approachable, encouraging and compassionate * Organised * Demonstrated commitment to personal and professional development, showing an ability to reflect on practice and use supervision effectively |  |