

JOB DESCRIPTION

Job Title: Counsellor

Department: Support Services

Reporting to: Counselling Service Manager

Location: Home based/Head Office

PURPOSE OF ROLE:

This is an exciting role providing a remote support and counselling service for Tenovus Cancer Care patients and their families affected by cancer, throughout Wales.

Working within organisational policies and BACP guidelines the postholder will provide high quality one to one counselling for people affected by cancer and contribute to supporting people in group work/timetables of regular interventions. You'll share our vision in thinking flexibly and creatively to establish new, dynamic and innovative ways of supporting people affected by cancer.

The role will work closely with the Counselling Services Manager to develop the counselling service to reflect the changing needs of the clients, service and always ensuring consistent standards of best practice.

MAIN DUTIES AND RESPONSIBILITIES

Operational:

- Ensure a high quality of service delivery in providing one-to-one counselling and group work, as requested by the Counselling Services Manager.
- Conduct the initial assessment process to identify the need of the client
- Work to deliver therapeutic packages to suit the needs of individual clients; using a range of theories e.g. Cognitive Behavioural Therapy, Psychodynamic, Person-Centred/Humanistic and Brief Therapy model Work within the Ethical framework of the British Association of Counsellors and Psychotherapists (BACP)
- Select appropriate intervention and refer clients for specialist treatment or other resources as appropriate.
- Maintain a case load of clients in line with the counselling service delivery plan and to maintain a high-quality clinical practice by attending monthly clinical supervision

meetings in accordance with at least the minimum levels recommended by relevant professional body, (BACP).

- Deal promptly, and with sensitivity, with individuals external to Tenovus Cancer Care, members of the public, staff, and volunteers, whilst maintaining personal and professional boundaries.
- Respect patient confidentiality always and ensure that autonomy and privacy are preserved in line with the General Data Protection Regulations
- Responsible for identifying risk to vulnerable clients and will report any concerns to the Counselling Services manager and Safeguarding Team
- Ensure that any complaints relating to the counselling service are reported to the Counselling Services Manager so that corrective action can be instigated.
- Assist in the recruitment and supervision of volunteers/students within the counselling , Work with external health and social care services and other professional and voluntary organisations where required.

Service development

- Support the Counselling Services Manager in the development of the counselling service development in accordance with the strategic aims of the charity.
- Provide feedback and input around procedure or policies, service delivery, working practices and clinical service needs of clients in relation to the counselling service to contribute to successful outcomes.
- Liaise with other staff within the support services teams and departmental managers to promote the counselling services objectives, purpose and achievements
- Maintain an active involvement with current developments in counselling and the wider services offered by Tenovus Cancer Care and work effectively and flexibly in a team and collaboratively with others.
- Assist the Counselling Services Manager with reports and maintain client records appropriately and securely.
- Assist and participate in on-going audit/evaluation of the counselling service and contribute to clinical outcome data

Continuous Professional Development:

- Maintain professional registration and practice in line with BACP and undertake appropriate Continuing Professional Development, providing evidence of this on request
- Take part in peer review and reflective practice to facilitate personal and professional development
- Undertake, as directed learning activities/courses/training which are relevant to the role and as part of individual development in line with service needs and BACP
- Ensure accurate knowledge of all working practices and procedures to ensure continuation of service provision in the absence of colleagues across all areas of the Counselling Service

Prepared by: Head of Support Services

Date Prepared: September 2021

FLEXIBILITY STATEMENT

In addition to the duties and responsibilities outlines, you must be prepared to undertake such additional duties which may result from changing circumstances, but which may not of necessity change the general character or level of responsibility to the post.

CONFIDENTIALITY

Ensure, in the course of employment, complete confidentiality is maintained in respect of the Charity, its dealings, transactions, affairs and all other information relating to clients, participants, associates, staff etc. and to ensure that all information relating to the above is processed in accordance with the Data Protection Act 2018 and the EU General Data Protection Regulation ('GDPR')

COMPETENCE

You are responsible for limiting your actions to those which you feel competent to undertake. If you have any doubts about your competence during the course of your duties you should immediately speak to your line manager.

RISK MANAGEMENT

It is a standard element of the role and everyone's responsibility to fulfil a proactive role to the management of risk in all of their actions. This involves the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.

HEALTH AND SAFETY REQUIREMENTS

All employees of the Charity have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable the Charity to meet its own legal duties and to report any hazardous situations or defective equipment.

SMOKING

All employees, whilst in Tenovus Cancer Care's employment, are required to adhere to the Charity's no smoking policy. Any breach of this policy will be deemed as gross misconduct.

WORKING WITH VOLUNTEERS

All employees, whilst in Tenovus Cancer Care's employment, may be required to recruit and manage volunteers. This is an expectation for all roles at Tenovus and full support will be provided by Tenovus' Volunteering department.

EQUAL OPPORTUNITIES

The Charity is committed to providing equal opportunities in employment and to avoiding unlawful discrimination in employment and against customers. All employees are expected to promote equal opportunities for staff and clients in accordance with the Charity's Equal Opportunity Policy and Procedure.

VALUES

The charity works within a culture that reflects the following values – Respectful, Bold, Creative, Supportive and Inspiring. All employees are expected to demonstrate and reflect these values in their day-to-day activities.

PERSON SPECIFICATION

	Essential	Desirable
Experience & Knowledge		
Degree in Counselling	●	
BACP registered	●	
Experience of Counselling within a Health care environment	●	
Experience in all aspects of Counselling/integrative skills	●	
Experience of using an IT database and collating accurate patient records	●	
At least 1 years post qualification experience		●
Specialist knowledge of issues around a cancer diagnosis including anxiety, grief, loss and relationship issues		●
Experience of Telephone Counselling	●	
Evidence of Continuous Professional Development	●	
Experience of working with or managing volunteers		●
Experience of delivering training		●
Experience of delivering holistic, patient centred care	●	
Skills		
Excellent communication and interpersonal skills including empathy with the ability to make people feel at ease	●	
Excellent presentation/group facilitation skills	●	
Reflective practitioner	●	
Proficient in relevant Microsoft Office packages, i.e. Teams, Word, Excel, PowerPoint, Outlook	●	
Excellent planning and organisation skills - able to work unsupervised and as part of a team	●	
Legally able to drive in the UK on a full licence		●
Ability to speak, understand and communicate in Welsh		●