

JOB TITLE: Bereavement Counsellor

REPORTS TO: Bereavement Lead

RESPONSIBLE FOR: Volunteers/Students

PURPOSE OF ROLE

- To provide specialist bereavement counselling to all family members following the death of a Demelza child/young person. To undertake initial assessment and hold a caseload of clients.
- To support the safe and effective running of the Bereavement Service including the co-ordination of the bereavement programmes/events.
- In partnership with the Bereavement Lead, support and train staff and volunteers.

KEY RESPONSIBILITIES

Clinical

- Manage own client caseload to deliver appropriately, timely counselling interventions.
- Provide specialist bereavement counselling to groups of clients with similar losses in line with best practice guidance.
- Ensure counselling intervention is personalised to each individual client inline with their needs, priorities and goals.
- Understand risk assessments for clients where risk is identified to minimise risk to both client and/or counsellor/bereavement volunteer/student.
- Exemplify and employ high developed communication skills at all times in interactions with clients, team members, colleagues and external partners.
- Work within a hybrid, planned yet responsive, approach delivering sessions face to face, in the hospice, by telephone and on virtual platforms.
- Identify clients' holistic needs and liaise with/refer to professionals internally /externally as appropriate.

Leadership

- Utilise outcome measures, KPIs, and qualitative feedback to evaluate the effectiveness of counselling and work with the Bereavement Lead to modify service provision in response to future developments.
- Provide leadership to the bereavement group programme to ensure groups are well co-ordinated, facilitated and evaluated.
- Work with the Bereavement Lead to identify areas of unmet need for bereavement support in the organisation and in the wider community
- Represent the Bereavement Services at internal and external events and meetings as requested by the Bereavement Lead.

Education and Governance

- Be a source of expertise and support for the bereavement volunteers and students on placements
- Maintain accurate and timely counselling records via The Care Database in line with Code of Ethics from own Registration Professional Body.
- Undertake specific projects agreed by the Bereavement Lead to ensure the bereavement service is safe, caring, responsive, effective and well led.
- Actively participate in Bereavement Steering Meetings.
- Contribute to a programme of continuing professional development for Bereavement Volunteers.
- Where appropriate, contribute to research initiative relevant to service and strategy in accordance with Demelza's Bereavement Model

OUR VALUES & BEHAVIOURS

Employees are required to demonstrate and actively align to our organisational values and behaviours at all time.

Fiercely
COMMITTED TO
QUALITY

The families and children we help, and our supporters, deserve nothing but excellence. Each one of us has a vital role to play in providing unique care and support and we always strive to deliver a brilliant service. By working and improving together, we can give even more families a chance to enjoy time as a family, for as long as they have.

Passion
PERFORMANCE
PRIDE

We admit it. We love what we do. We feel privileged to support the families who trust us to care for those they love. And we couldn't be prouder to be part of #TeamDemelza, it's the most rewarding job in the world. We believe in passion, performance and pride – it's how we get the best from each other and deliver exceptional care and support.

**HUMAN
IS OUR
NATURE**

Because we see the person and not the condition, we give each baby, child and family member a service that fits them as an individual. We're all human, and through empathy and understanding, we can provide essential care as unique as the person its designed for. Our different roles, skills and experiences make us stronger. We value and respect everyone who is part of our story, from the families we help, to the supporters and volunteers who keep us going, to each member of staff.

ALWAYS
HONEST
ALWAYS AUTHENTIC

We are clear, open and honest with everyone, because we value everyone. It's good to challenge each other, as long as its constructive – we always look for a positive solution that moves us all forward. We exist to give the best care and support to children and their families and that matters more than anything else.

*Good enough
ISN'T GOOD
ENOUGH*

Each member of #TeamDemelza is drive to do better. Through evidence, insight and experience, we're constantly developing and improving to give children and families better care and support. Standing still doesn't get us anywhere. We always look for ways to transform change into opportunity and growth.

Full Values and Behaviours documents can be located on the Demelza Intranet.

PERSON SPECIFICATION

Essential

- Demonstrate close alignment to all Demelza values
- Counselling qualification recognised by BACP or evidence of ongoing CPD willingness to work towards BACP accreditation
- Experience of working with people who are bereaved
- Experience of working within a health care setting
- Facilitation of groups and individual sessions, face to face and virtually
- Up to date and accurate knowledge of evidence-based best practise of grief, loss and change
- Good IT skills including Microsoft Outlook, Word, PowerPoint and Excel
- Full driving licence and access to own vehicle for business use – or access to reliable transport arrangements
- Able to work regular evenings and weekends as needed to support the bereavement delivery model.

Desirable

- Understanding of a specialist palliative care setting
- Experience of running training programmes
- Ability to complete risk assessment

The tasks listed in this job description are not designed to be exhaustive and may vary from time to time according to the needs of the organisation. This document will be reviewed in consultation with the post holder as the role and services provided by the organisation develop.

Demelza is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment.

All employees will demonstrate commitment to and actively promote Demelza's policy and procedures to value and respect diversity and inclusion in all aspects of their duties and working relationships.

Employees are required to attend mandatory training as required by their role. Employees are expected to make reasonable efforts attend and engage in development training as part of their role within Demelza. Training may be delivered through a variety of on-site and off-site methods.

All employees are required to participate in staff performance reviews and supervision and to make all reasonable efforts to attend training and staff development as identified and agreed.

Employees must take the initiative to actively seek out training updates required for their role and for mandatory training, within training expiry time frames. Employees can find their current training records on the HR Database.

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