



St Ann's Hospice

*every day makes a difference*

## Working for St Ann's

**We're proud to care**  
**We're proud to work together**  
**We're proud to make a difference**



At St Ann's, there's one thing that motivates us, and that's providing excellent care and support to those living with or affected by life-limiting illnesses.

We're continuously developing our plans for delivering world-class, innovative care and to ensure St Ann's is in the best shape possible for future generations.

You'll be challenged, inspired and empowered to help us achieve our purpose and to play your part in making a difference.

**All of our team members will role model our core values...**

### *People matter*

People are at the centre of everything we do. We treat each other, and ourselves, with kindness and compassion. We value and celebrate diversity; recognising everyone as an individual.



### *Brave and bold*

We want to grow for the future, not settle. We're not afraid to do things differently, get creative, challenge ourselves and the status quo. We're ambitious in our aims, accountable for our actions and learn from our experiences and successes.



### *Lead and learn*

We're experts in what we do, and we don't stop there. We're always learning; informing and shaping the sectors we're in through education, training and research. We lead by example; sharing best practice, advancing in our fields and pioneering new approaches.



### *Together we are stronger*

Together, we're stronger and have a bigger impact than we could have alone. As a charity, we work in collaboration with supporters, partners and the communities around us. We think beyond traditional boundaries to make sure we're here for our communities for years to come.



# Job Role Profile

## Counsellor

### Salary

Hospice Band 5 (£29,970 - £36,483, pro rata)  
Competency based pay framework

### Location

Cross site working (Heald Green & Little Hulton)

### Responsible to

Senior Counsellor

### Core Purpose

To provide counselling and therapeutic interventions to patients and their families who are being cared for and supported by St Ann's Hospice.

## Job summary

- ✓ Assessment, planning and delivery of counselling and therapeutic interventions to a consistently high standard in the context of specialist palliative and supportive care.
- ✓ Foster good working relationships and communicate with members of the multi-disciplinary team, other healthcare professional and users of the service to ensure the delivery of high standards of effective specialist palliative and supportive care.
- ✓ Act in accordance with The British Association for Counselling and Psychotherapy (BACP).

# Responsibilities

## The Counsellor will:

- ✓ Work in accordance with and to promote St Ann's core values.
- ✓ Undertake initial assessments and ongoing therapy for patients/clients referred into the Service within the hospice or remotely.
- ✓ Provide operational support for members of the team as required and work flexibly to meet the needs of The Let's Talk Service.
- ✓ Work as part of the multi-disciplinary PFST and the wider Hospice Team.
- ✓ Ensure that documentation relating to patient/client care is clear and accurate in-line with hospice policies and procedures.
- ✓ Liaise with other psychological support organisations and agencies.
- ✓ Work in accordance with all hospice policies and procedures.
- ✓ Actively participate in the yearly individual performance review process to identify all learning needs, and take necessary steps in order to reach personal and professional objectives by maintaining own CPD.
- ✓ Engage with line management supervision and external clinical supervision.
- ✓ Provide professional support and advice on psychological issues to healthcare and other professionals working in the hospice.
- ✓ Provide information and training on psychological services for professional groups visiting the hospice or for those seeking information about psychological support.
- ✓ Work in cooperation with the Senior Counsellor to develop the psychological well-being service.
- ✓ Provide psychological support therapies in accordance with relevant ethical frameworks (e.g. BACP).
- ✓ Organise and manage own workload effectively.
- ✓ Actively engage in the organisational reporting system and action and monitor findings in relation to clinical services.
- ✓ Contribute, implement and maintain hospice policies to propose and implement changes to local policies relevant to patient and carer support.
- ✓ Foster good working relationships and effectively communicate with members of the multi-disciplinary team, users of the service and other health & social care professionals.
- ✓ Work within the multidisciplinary team to lead and manage patient flow and clinical activity demonstrating innovative solutions to maximise resources.
- ✓ Work within local and national legislative framework, policies and procedures.
- ✓ Promote a culture which respects and recognises diversity.

# Requirements

## The Counsellor will:

- ✓ Be qualified with, at a minimum, a Diploma or equivalent (Level 4) in Counselling.
- ✓ Have post qualifying experience of working in a health, or social care setting.
- ✓ Demonstrate awareness of the importance of self-care.
- ✓ Demonstrate a knowledge of relevant legislation and guidance (e.g. Mental Capacity and Safeguarding).
- ✓ Have a good standard of computer literacy.
- ✓ Have access to a vehicle to enable independent travel between hospice sites
- ✓ Have a commitment to continuous professional development in accordance with the organisation's Competency Framework.

## The Counsellor will be able to demonstrate:

- ✓ In-depth knowledge of bereavement care.
- ✓ Experience of working with loss and bereavement in a counselling context.
- ✓ Effective communication skills, both written and verbal.
- ✓ Organisational and time management skills.
- ✓ Understanding and be commitment to working within the code of practice and ethical framework of the relevant professional body (BACP).
- ✓ An awareness of the importance of self-care when working with loss.
- ✓ The ability to work flexibly to meet the needs of the service.

Any post holder within the organisation will be expected to undertake safeguarding training appropriate to their role and adhere to safeguarding policies and procedures. All staff must work in accordance with their statutory roles and responsibilities in relation to safeguarding in accordance with the Working Together to Safeguarding Children 2023, The Care Act 2014, and Prevent Duty 2015.

# Terms and conditions for the Counsellor

## Contract

Permanent

## Work Pattern

30 hours (over four days)

## Location

Cross site working: Heald Green and Little Hulton

## Free Parking

Heald Green and Little Hulton sites.

## Holiday

35 days, increasing to 37 days after 5 years' service and 41 days after 10 years' service (pro rata, inclusive of bank holidays). In addition staff are able to buy up to 1 weeks' holiday per year via salary sacrifice, pro rata.

## Pension

Contributory Stakeholder pension in which we match up to 7% of your gross salary. Or the ability to continue with a previously held NHS pension (subject to making contribution's into the scheme in the previous 12 months).

## Life Cover

All staff in the Scottish Widows Pension scheme (with the exception of bank staff) are provided with life cover of three times their basic salary in the event of their death whilst employed by St Ann's Hospice.

## Health Cash Plan

We offer access to an employee paid health cash plan. That allows employees to spread the cost of health expenses including dental, optical, physiotherapy and more.

## Employee Assistance Programme

Employees can access telephone and online counselling 24 hours a day. Face to face counselling is also available and support on issues including debt, employment law, benefits and housing.

## Probation

Six months.

## Notice

8 weeks.



St Ann's Hospice, St Ann's Road North, Heald Green, Cheadle, Cheshire SK8 3SZ

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