

St Cuthbert's Hospice



Making every day count since 1988

Application Information Pack



Children and Young Persons (CYP) Counsellor Ref: CYP1223

Closing Date 12.01.24 | Interview Date TBC

If you have not heard from us by 17.01.2024, please assume you have not been shortlisted.

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Dear Applicant,

Thank you for showing an interest in working at St Cuthbert's Hospice in the role of Children and Young Persons (CYP) Counsellor

This recruitment pack provides you with some information on who we are, what we do and the exciting vacancy opportunity available.

Our dedicated community of staff, volunteers and supporters are one of our greatest assets here at St Cuthbert's Hospice. As a member of our Hospice team, you will have the opportunity to contribute to a culture in which all those who use our services feel welcome and part of a passionate, caring and supportive community.

We provide specialist palliative and end of life care services, at a time and a place that is right for the person. As a centre of excellence within our community we provide all-embracing, compassionate, and individualised care to all those affected by life-limiting illnesses. Our services can also extend to families and carers who have a care and support role and who, in turn, could benefit from support and advice. Accessibility and high quality are some of our key objectives. Our clinical staff have the enhanced skills to deliver the specialist care across our services. For over thirty years we have put patients and those important to them at the heart of everything we do. We exist to ensure that people with life-limiting illnesses in County Durham can make every day count. We are highly regarded for our quality of care and were the first Adult Hospice in the UK to be graded 'outstanding' by Care Quality Commission (CQC).

At St Cuthbert's Hospice we are committed to our staff and making the Hospice a great place to work. We offer flexible working, competitive salary, workplace pension, 33 days of paid annual leave, free on-site parking and an Employee Assistance Programme (EAP) for employees and family. Our main Hospice building is situated on the outskirts of Durham in beautiful surroundings, we also have 8 Hospice retail shops around County Durham.

Our staff and volunteers are passionate about the work that we do, and are often motivated to work at the Hospice by their desire to make a difference to local peoples' lives. If you are inspired by the work that we do and share in our values then we are confident that working at the Hospice could be a deeply rewarding career choice for you.

I hope you find this application pack useful in helping you decide whether you are right person for the role.

We look forward to hearing from you.

With best wishes,

Paul Marriott
Chief Executive.

About Us

• Our History

Our Hospice started with the local community over three decades ago, a group of Durham residents came together for a common cause. St Cuthbert's Hospice first opened its doors in 1988 to provide services, free of charge, for people with advanced illnesses, people approaching the end of their lives and those who are bereaved.

Everyone who comes to us is an individual and so their care should be individual too.

• What We Do

Our multi-professional team consists of specially trained doctors, nurses, physiotherapists, social workers, counsellors, occupational therapists, and chaplains. They work collaboratively to ensure our patients are able to discuss their needs and wishes when spending time with us.

As well as our Clinical Services, we have our Enabling Services and Income Generations teams – all working together to ensure the delivery of Hospice services. Our enabling services team includes Finance, Human Resources, Central and Governance Support and our Income Generation Team includes Fundraising, Retail, Lottery, Marketing and Communications.

We employ over 100 paid members of staff and work closely with around 400 volunteers to ensure the Hospice's efficient running. We have a Senior Management Team who are responsible for the day-to-day running of St Cuthbert's. They report regularly to the Board of Trustees.

• Our Mission

To make every day count for those affected by life-limiting illnesses.

• Our Vision

To be a centre of excellence within our community and to provide all-embracing, compassionate and individualised care to all those affected by life-limiting illnesses, at a time and a place that is right for them.

• Our Care

St Cuthbert's Hospice provides free care and support to people with life-limiting illnesses, people approaching the end of life and people that are bereaved. Our specialist care teams can support people at any stage, from diagnosis, to living well with their illnesses to their last days. Whether it's helping with pain relief, supporting a loved one or just being there to listen, we understand that sometimes it's the little things that make the biggest difference.

Hospice care is quite unlike many other types of care. Our teams treat everyone as an individual, spend time learning what is important to them and focusing on delivering care suited to their wishes.

• Our Values

These define who we are and guide what we do to ensure the highest quality care for those accessing our services and the highest quality experience for staff working here. We are committed to safeguarding and promoting the welfare of adults at risk and children.



Better Health
at Work Award
Maintaining Excellence



About Us

• Our Philosophy of Care

At the heart of St Cuthbert's Hospice is the individual who is seen as a unique person deserving of respect and dignity. Our aim is to support each person and their family and friends, helping them to make informed choices and decisions affecting their lives.

Individual care is planned to support the total well-being of each person, taking into account their physical, psychological, social and spiritual needs.

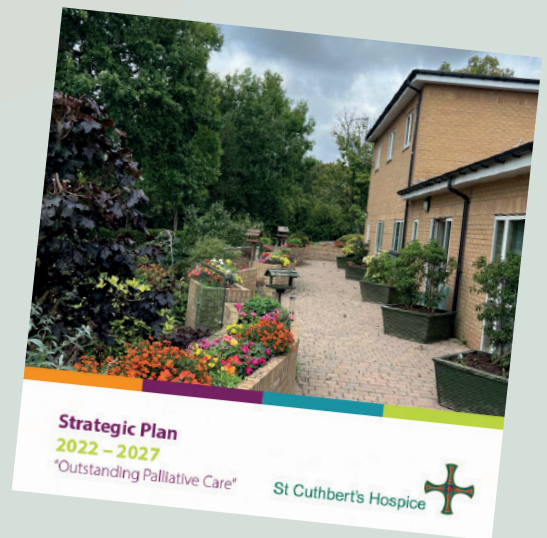
We will work together to provide a warm and welcoming atmosphere that accommodates diverse cultures and lifestyles within a calm and compassionate environment. As a team, we will strive to provide specialist care of the highest standard by ensuring staff are up to date with current research and training.

We are aware of the valuable work undertaken by individuals and agencies in the community and we will work in partnership with them to provide excellent services for the people of Durham. We see life – and death – as a journey to be made in the company of others.

We are rooted in our local community and we approach life and death through a philosophy based on support and hospitality.

• Our Strategic Goals

- 1 To enable people at the very end of life to achieve a good death in the place of their choosing
- 2 To enable people living with a life-limiting illness who use Hospice services live well and make every day count
- 3 To provide information and support that careers of people with life-limiting illnesses need to provide the care they want to provide
- 4 To support those who have been bereaved as a consequence of a life-limiting illness to adjust to life without their loved one
- 5 To break down the taboos associated with dying, death, loss and grief



About The Role

This is an exciting opportunity to join our Bereavement Support Team to identify and provide pre and post bereavement specialist support and counselling to children and young people experiencing grief and loss.

As a minimum candidates will be a registered member of BACP/UKCP and have post registration experience, eligible for BACP/UKCP accreditation. Candidates will be expected to demonstrate their experience of working therapeutically with children, young people and their families and have a sound understanding of children and young persons' needs in grief and loss. You will be a good listener and communicator having experience of working effectively in a multi-disciplinary team but able to work independently. If you believe in and demonstrate our values, want to make a difference and share our passion for the work of the Hospice then we would very much welcome an application from you.

Why Work For Us

We are committed to making St Cuthberts Hospice a great place to work supporting the provision of excellent services for the people of Durham. If you are ready for an exciting opportunity that will not only impact on patient care but will be motivating and rewarding on a personal level this post could be for you.

As well as being part of a passionate team of people, benefits available to employees include:

- Competitive Salary
- Enhanced annual leave. 5 additional days above statutory entitlement. (33 days in total, rising to 35 after 5 years' service. Further enhanced rate of 38 days after 2 years' service for medical staff)
- Pension Scheme – matched contributions up to 5%
- NHS pension scheme for eligible employees
- Employee Assistance Programme
- Cycle to Work (Save up to 42% on the cost of bikes and equipment)
- Flexible working
- Training and development opportunities
- Health and wellbeing initiatives
- On-site catering facilities at our Coffee Shop
- Free parking (at Hospice site)
- Staff Discounts such as BlueLightCard and Charity Discounts

In our recent survey, we asked our staff to describe what it is like to work at the Hospice. Some of the words they used were rewarding, supportive, friendly, worthwhile, fulfilling, as well as being busy and challenging.

“I feel privileged to work at the Hospice.”

In our recent survey, 92% of respondents said they would recommend the Hospice as a place to work.

100% said that if a friend or relative needed treatment, they would be happy with the standard of care provided by the Hospice.

Equality and Diversity Commitment

St Cuthberts Hospice values diversity and is committed to creating an inclusive culture. As part of our application process, we request applicants complete our equal opportunities form. Reasonable adjustments to the interview and application process can also be made for any candidates, please contact us at recruitment@stcuthbertshospice.com

How to Apply

We hope this pack has given you all the information you need to apply for this role.

We would love to hear about why you want to work at St Cuthbert's Hospice, the job description and personal specification can be found below to help to develop your application in line with the requirements of the role.

However, if you have any questions about what we do at St Cuthbert's Hospice, the role, or need more practical information, don't hesitate to get in touch. For an informal discussion about this post please contact:

David McLoughlin – Day Services Manager 0191 386 1170

If you have all the information you need and are ready to apply, you can download an application form from our website or to request a hard copy please contact the HR team on 0191 374 6174 or email recruitment@stcuthbertshospice.com

Please note we do not accept CVs.

This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure and Barring Service (formerly known as CRB) to check for any previous criminal convictions.

The recruitment process for all Hospice roles will involve an interview and the process for some roles may also include a presentation or task.



Job Description

Children and Young Persons (CYP) Counsellor

Department: Day Services

Grade: 5

Responsible to: Day Services Manager

Hours: 15 hours per week (part time)

Salary: £ 26883 to £ 33583 pro rata

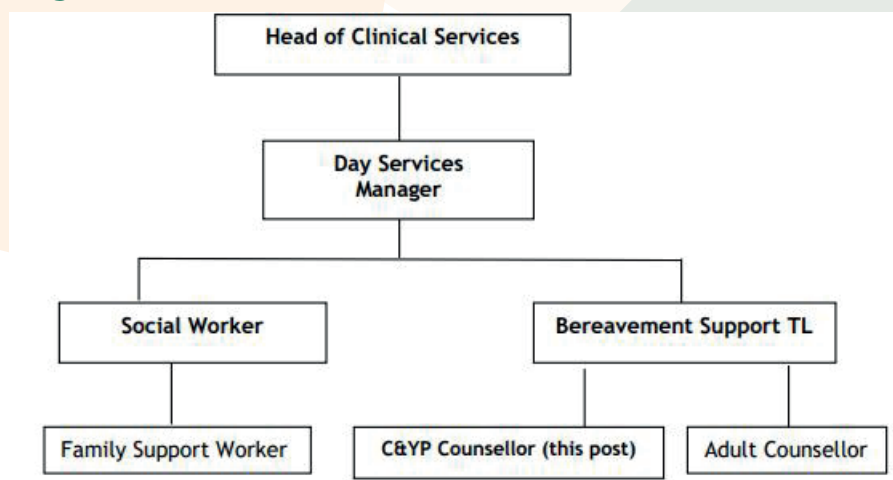
Contract: Part Time. Fixed Term 6 Month, June 2024.

Aim

Work with the Day Services Manager and Bereavement Support Team Leader to identify and provide pre and post bereavement specialist support and counselling to children and young people affected by grief and loss.

Offer an empowering, creative, flexible and integrative style of support by embedding counselling skills and person-centred principles within a psycho-social approach that draws upon a wide range of models and interventions (directive & non-directive).

Organisational Chart



Key Responsibilities

Communication and relationships

- Work collaboratively with other members of the Bereavement Service, Hospice team, external professionals, and organisations to enable the best possible continuity and support for children and young people.
- Attend both internal and external multi professional meetings and build partnerships with external organisations that support the development of high quality children's' bereavement networks
- Work with the Day Services Manager and Bereavement Support Team Leader to organise and provide support to any volunteers involved with the Child Bereavement Service

- Attend MDT meetings to share specialist expertise and contribute to case review.
- Attend and actively participate in Bereavement Service meetings
- Produce non-judgemental documentation and report writing
- Develop and maintain effective working partnerships with other professionals both internally and externally to the organisation
- Develop and maintain links with other local and national agencies that offer counselling services to bereaved children and young people
- Develop and maintain links with schools and other educational providers to develop support local children and young people who are experiencing pre- or postbereavement
- Actively contribute to the knowledge and understanding of other Hospice team members with respect to the social and emotional needs of children and young people

Analytical and judgemental skills

- Use expert counselling skills to assess children and young people and their families & carers social, emotional, psychological, spiritual and practical needs in order to devise an appropriate empathetic action plan/ one-to-one counselling/ group work recognising the need to seek support in more difficult and complex situations
- In partnership with service users, their families and relevant agencies, identify and develop appropriate counselling interventions for children and young people who are bereaved or anticipating bereavement
- Critically assess clinical situations, prioritise needs, plan appropriate care and refer when necessary to other internal and external support services
- Attend and participate in regular supervision with the Day Services Manager and Bereavement Support Team Leader and clinical supervision from an agreed external supervisor.
- Apply reflective approaches to personal practice development and to inform ongoing experience
- Contribute to up to date and accurate service data activity to support monthly data activity reports and service evaluation

Planning and organisational skills

- Manage and prioritise own work time and contribute to that of volunteers
- Support the day to day operations of the Bereavement Service to ensure efficient and effective service
- Participate in the delivery of training to other colleagues and volunteers
- Support service delivery and provide cover in the absence of colleagues
- Plan and organise relevant group work, e.g.) Family Fun days such as Jigsaw Project.

Physical skills

- Standard keyboard skills are required

Client Care

- Responsible for a caseload as defined in conjunction with and approved by the Bereavement Service Team Leader, managing this effectively ensuring agreed standards of assessment review and endings are met
- Act as a reflective practitioner, applying evidence based knowledge and critical thinking to counselling practice
- Identify children and families psychosocial and emotional needs in serious illness and bereavement.
- Provide emotional and therapeutic support to children and young people
- Lead group support with children and young people, e.g.) Family Fun days.
- Contribute to assessing risk factors for children and young people experiencing bereavement, recognising own capabilities of managing these risks; referring on and seeking professional support where appropriate

- Promote the safeguarding and welfare of children, young people and their families as far as possible

Policy and Service Development

- Work as a key member of the Bereavement Service to ensure high quality service delivery in an ethical and effective manner in line with the agreed consortium substrategy group.
- Carry out the role in accordance with current legislation, Hospice philosophy, policies, procedures and other relevant professional guidelines
- Contribute towards procedures within area of specialism
- Support appropriate services e.g.) Family Fun days.
- Act within the legal, statutory and ethical rules laid down by the BACP, or UKCP or other affiliated governing body.

Financial and Physical Resources

- Report as necessary any faults re: equipment or office accommodation and ensure the safety and security of the building is met
- Responsible for equipment and resources within own area of work i.e. computer equipment

Human Resources

- Attend any appropriate training requirements both statutory and mandatory to comply with current Health and Safety legislation and in line with the Hospice's responsibility to comply with Government Directives
- As an employee of the Hospice, the post holder is required to preserve the confidentiality of any information regarding patients, staff (in connection with their employment), and the business of St Cuthbert's business
- Provide training, including workshops and presentations to members of the Hospice team, external professionals and organisations.
- Engage in regular supervision in accordance with Hospice policy & professional guidelines
- Provide specialist input as part of the Hospice training programme (Such as induction module 'Bereavement and Loss.')
- Support and liaise with the Day Services Manager and Bereavement Support Team Leader to contribute to the training of bereavement volunteers
- Actively participate in own annual appraisal and be responsible for own professional development

Information Resources

- Maintain up to date and accurate records to meet Hospice guidelines, professional standards and standards set by statutory bodies such as the Care Quality Commission
- Provide statistical information as required

Research and Development

- Continually look for ways to improve the quality of the service one provides
- Maintain professional competence & ensure evidence based practice by keeping up to date with current research & developments related to own specific area of expertise
- Participate in relevant clinical governance activities and clinical audits

Freedom to Act

- Work within defined policies and procedures
- Ability to recognise limitations of knowledge, skills and competencies and seek guidance from Day Services Manager and Bereavement Support Team Leader where

EFFORT & ENVIRONMENT

Physical

- Light physical effort may be required on occasions

Mental

- Frequently required to concentrate for one or two hours at a time

Emotional

- Frequent exposure to distressing or emotional circumstances encompassing a main part of the role with occasional exposure to highly distressing circumstances.
- Recognise difficulties in relation to dealing with situations within palliative care in self and other colleagues and to engage and encourage other colleagues to participate in clinical supervision for support

Working Conditions

- Exposure to unpleasant working conditions or hazards is rare.
- Flexible approach across all clinical areas in order to meet the changing needs and for the improvement of service delivery and care

Data Protection and Confidentiality

- All employees have a responsibility in line with information governance to maintain confidentiality and ensure the principles of the Data Protection Act 1998 are applied to patients, clients, staff, volunteers and Hospice business information, including electronic information. Only information required to fulfil the duties of the role should be accessed by the post holder.
- All employees have a responsibility to use electronic systems in a way that preserves the dignity and privacy of people, helps to ensure services of the highest quality, and is compliant with the law and Hospice policies and procedures

Health and Safety

- The Hospice will take all reasonably practical steps to ensure the health, safety and welfare of its employees while at work. Employees will familiarise themselves with the Health and Safety Policy and procedure as well as the fire procedures and ensure a safe working environment for self and others in line with these.

Safeguarding

- All employees within the Hospice have a responsibility for, and is committed to, safeguarding and promoting the welfare of children and vulnerable adults and ensure they are protected from harm.
- All employees should make themselves aware of the policies and procedures of safeguarding, take personal responsibility as far as is reasonably practicable, to safeguard children and vulnerable adults, complete statutory and mandatory training and take appropriate action as set out in the Hospice's policies and procedures.

Infection Control

- All employees have a responsibility to ensure the risk of infection to themselves, colleagues, patients, relatives and visitors is minimised by:
- Attending mandatory training and role specific infection prevention education and training
- Challenging poor infection prevention and control practices
- Ensuring their own compliance with Hospice Infection Prevention and Control policies and procedure.

Equal Opportunities

- The Hospice welcomes all persons without regard to race, religion or belief, age, gender re-assignment, sex, sexual orientation, pregnancy or maternity, marriage or civil partnership, physical or mental disability. The Hospice aims to provide services in a manner that enables all members of the community to access them.
- Employees must behave in a non-judgemental manner that respects the differing needs and cultures of others.

Note: This post is deemed to require a Disclosure check via the Disclosure and Barring Service. Therefore it will be necessary before the appointment to contact the DBS to check on any relevant criminal background.

This job description is not intended to be an exhaustive list of duties and responsibilities of the post and the post holder may be requested to carry out duties appropriate to the grade of the post.

The post may change over time to meet organisational/personal requirements, and this job description may be changed after consultation with the post holder

Some Flexibility in the hours worked will be essential at times to meet demands placed on our service.

The post holder shall perform their duties at any other reasonable location to which they may be directed from time to time by the Employer

Job Description Agreement

Signature of Post holder: **Date:**

Signature of Manager: **Date:**

Person Specification

Post Title: Children and Young Persons (CYP) Counsellor		Grade:5	Department: Day Services (Bereavement Services)	
Criteria relevant to the job	Essential Requirements necessary for safe and effective performance in the job	Method of Assessment	Desirable Where available, elements that contribute to improved/immediate performance in the job	Method of Assessment
Qualifications and Training	Accredited counsellor or eligible for accreditation with BACP or UKCP in working with children and young people		Senior accreditation with BACP or UKCP for children and young people Relevant qualification in working with children and young people	
Experience	Working with grief and loss in children and young people Assessing children and young people experiencing grief and loss through anticipated or actual bereavement Providing psychological and emotional support to meet post and pre bereavement needs of children and young people Evidence of supervised practice with children and young people Multi-professional working Ability to maintain confidential and ethical boundaries at all times Working within child protection policies and procedures. Participation in on-going clinical supervision		Experience in training/teaching Experience working in a palliative care setting.	
Skills and Knowledge	Ability to work efficiently with other professionals, communicate information, risk and treatment. Ability to work reflectively and use supervision effectively. Developed interpersonal skills both oral and written. Ability to apply recognised and contemporary theories and models of grief and loss to the support of children and young people anticipating or experiencing the loss of a loved one. Thorough knowledge and understanding of safeguarding policy and practice. continued overleaf...		Competency in Microsoft including word, excel and power point	

Person Specification

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	<p>Ability to work empathetically, interpret, dvocate and work sensitively with children and young people who are struggling to cope with anticipated or actual bereavement</p> <p>Team player who recognises the value and has the confidence to participate in inter-disciplinary team meetings</p> <p>Good organisational skills</p>			
Personal Attributes	<p>Able to evidence behaviour consistent with the Hospice values of professionalism, choice, intergrity and reputation.</p> <p>Tact and diplomacy in dealing wiht a variety of situations</p> <p>Self aware and able to deal with and identify own stress</p> <p>Ability to work creatively, flexibly and with initiative.</p> <p>Ability to work autonomously and manage own caseload.</p> <p>Good collaborative working skills.</p> <p>Understanding of and commitment to equality of opportunity and diversity procedures.</p> <p>Evidence of commitment to own continuing professional development.</p>			
Special Requirements	<p>Independently mobile with the ability to travel between the Hospice and the local community.</p> <p>Current valid driving license.</p>			

Signature of Post holder: **Date:**

Signature of Manager: **Date:**

Accessible Information

If you would like a copy of this leaflet in large print, an audio format, explained in your own language or any other format, please let a member of the team know and we will do our best to support this.



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St Cuthbert's Hospice, Durham is registered by the Charity Commission
as a Charitable Incorporated Organisation.
Charity Number: 519767 VAT Number: 997305770.
Registered Office: St Cuthbert's Hospice, Park House Road, Durham, DH1 3QF