

## Position Description

**Role:** Counsellor

**Department:** Kapiti Community Team

**Date:** December 2022

*This position description is designed to give an indication of the type of work and performance expected of the position holder. It does not provide an exhaustive list of duties or performance standards, and the position holder agrees to undertake any other tasks that are consistent with the position and with the provisions of quality service to Mary Potter Hospice patients and their families and whānau. In order to meet the changing needs of Mary Potter Hospice, this position description may require change from time to time.*

### Overview of the role

The Counsellor provides information, assessment and counselling services to our patients and their whānau on matters relating to psychosocial palliative care, grief, loss and end of life.

This role is an integral member of the multidisciplinary team and participates in team meetings and family meetings as appropriate. This includes clinical practice, education of Hospice staff, administration and quality improvement. The Counsellor also contributes to staff education on issues related to loss and grief in partnership with the Education Team.

### Scope

**Reports to:** Community Manager, Kapiti

**Location:** Kapiti, Wellington

### Key Competencies

- Well-developed listening and communication skills, able to flex personal style as needed
- Sensitive to issues of biculturalism and multiculturalism in health care
- Sound knowledge or keen interest in palliative care, grief and loss, end of life, and psychosocial responses along the illness trajectory and at end of life
- Proven ability to perform psychosocial assessments of patient and whānau and able to use a variety of interventions
- Dedicated to work well as part of a multidisciplinary team whilst maintaining individual confidentiality and case management
- A demonstrated understanding of social, cultural and spiritual influences and concerns for clients
- An ability to communicate and share with others the role of the counselling service within the Hospice
- Sound organisational skills with the ability to manage and prioritise own workload
- We are committed to being an authentic partner under Te Tiriti o Waitangi and our people must demonstrate that. We promote equitable care for all. Cultural inclusivity and diversity is important to us.

## Key Tasks

### **Provide a quality counselling service to patients and Whānau under Mary Potter Hospice and to some bereaved family members**

- Respond in timely manner to counselling referrals – within 48 hours if urgent, one week if non-urgent
- Provide appropriate professional assessment, agreeing a counselling plan and refer to other services as appropriate
- Offer counselling based on sound theoretical knowledge of grief processes, as well as wider counselling methodology
- Work with individuals, couples, and whānau as appropriate
- Review care plans and goals for clients at regular agreed intervals and documenting appropriately in Patient Care system (PalCare)
- Maintain a high standard level of client confidentiality
- Practice realistic personal self-care

### **Participate actively as a member of the Kapiti Community Team to ensure quality holistic palliative care is provided to patients and families**

- Attend weekly MDT meetings
- Contribute to MDT care planning for patients and whānau
- Initiate and participate in planning developments for the Kapiti Community Team
- Provide regular supervision and co-ordination for biographers (4-5 hours per week)

### **Participate in Hospice education programme and community education**

- Present education sessions individually or jointly with Mary Potter Hospice colleagues as part of the Mary Potter Hospice Education Programme
- Contribute to the education of volunteers, staff and community groups as opportunities arise as appropriate
- Facilitate grief education, grief support and other groups as required

### **Contribute to Kapiti's Team's Bereavement Care Service**

- Provide bereavement counseling to family members as required

### **Contribute to quality improvement and service delivery and development across the Mary Potter Hospice Service**

- Participate in audits and policy review as required
- Implement appropriate and specific aspects of the Mary Potter Hospice Bereavement Strategy through education programmes internally and externally
- Apply a public health approach to loss, grief and bereavement both internally and externally

## Maintain personal professional development

- Attend regular meetings with Manager
- Professional Supervision requirements are met
- Maintain own professional development requirements
- Participate in in-service training opportunities
- Attend relevant networking meetings in the community
- Maintain professional membership/registration

**Health and Safety** *(All roles have a H&S component, some more detailed than others. The tasks here include the minimum expected of all roles.)*

- Practise within Mary Potter Hospice health and safety policies and procedures outlined in the Health and Safety Policy Manual
- Report all identified hazards, incidents (including near-misses) and accidents and carry out investigations with staff as required
- Identify, minimise and report risks
- Participate in mandatory health and safety training as required

## Outputs/Expected results/Key performance indicators

- Clients are enabled to work through their grief and loss issues to an agreed level
- Client records in the PalCare system are professional and up to date
- Clients receive a timely and high standard of service that meets the Health, Quality and Safety Commission NZ and NZAC standards
- Staff increase their understanding of psychosocial palliative care counselling
- Self-care is at a healthy level

## Outcomes

- Clients report a high level of satisfaction with the service
- Mary Potter Hospice is a safe and healthy place to work.

## Person Specification

- Full membership of Professional Counselling Association NZAC
- Experience in health sector and/or palliative care
- Experience working in a community setting preferable
- Knowledge of the Privacy Act
- Working knowledge of the Health and Disability Code of Rights
- Knowledge and understanding of Mental Health Act 1992 and the Children, Young Persons and Their Families Act 2005.
- University Degree (Bachelor level) or equivalent level of learning through experience is essential.

- Post-graduate University Degree or equivalent level of learning through experience is desirable but not essential
- Full current driver's licence.

Signed: ..... Date: .....

(Position Holder)

Signed: ..... Date: .....

(Director)

## **Position Description Appendix**

The values of the Venerable Mary Potter and the vision of Dame Cecily Saunders are deeply held by Mary Potter Hospice staff and volunteers and underpin all the work we do.



### **Our values**

- Mana/Respect
- Aroha/Compassion
- Rangatiratanga/Dignity
- Manaakitanga/Hospitality
- Kaitiakitanga/Stewardship

### **Our vision**

That people in our communities who need palliative care have access to compassionate and quality care, when and where they need it.

### **Our approach**

Taking a whole person approach, we will provide and promote high quality specialist palliative care, grief support, education and care planning services. Working alongside our health partners, we aim to make a difference in the communities we serve.

### **Mary Potter Hospice and Volunteers**

We value our volunteers highly and consider them to be an integral part of our workforce. Many of our roles supervise volunteers and all roles interact with volunteers to a greater or lesser degree.