

Job Description

Job Title Two-Year Counsellor – Integrative Therapies - Family Support Service

Responsible to Head of Support and Wellbeing Therapies

Location Blackburn

KEY PERFORMANCE AREAS

- Work with individuals, couples, families and groups to help them overcome a range of psychological and emotional issues
- Develop strong therapeutic relationships with clients and demonstrate unconditional positive regard, empathic understanding and congruence in keeping with person centred principles
- Exercise professional responsibility for the assessment and treatment of the client providing them with a clear synopsis of the assessment process and engagement contract
- Following initial assessment, incorporate a range of theoretical models and strategies under the humanistic umbrella; formulate and implement intervention plans based on evidence of their efficacy given the presenting circumstances
- Utilise a range of approaches and non-medical treatments to meet individually assessed need, addressing the client's thought processes, feelings and behaviour, understanding of inner conflict and ability to find new ways to alleviate and deal with distress including for example counselling, mindfulness, hypnotherapy, brief-solution focused therapy.
- Be accountable and responsible for a defined portfolio directed by service need including, for example, service evaluation/client outcome reporting, bereavement provision, service accreditation, education.
- Work at all times to identify, manage and reduce risk in keeping with Hospice policy, professional guidance and work in partnership with other professionals and agencies to safeguard client's interests whilst working within the principles of consent, confidentiality and information governance.
- Provide discharge information to relevant health care professionals once intervention is complete
- Provide a clinical service with clients in locations which may include the Hospice, a variety of NHS and non-NHS organisations, educational settings, other community locations or the clients' home
- Manage a caseload and participate pro-actively in prioritising referrals and effectively managing waiting times in keeping with agreed Hospice standards
- Provide support and mentorship as appropriate for colleagues delivering services including for example Bereavement Group/Cafe facilitators
- Engage productively with line manager regarding service review and development and where there are any barriers to effective caseload management
- Contribute to audit processes and evaluation of therapeutic outcomes, producing reports to demonstrate service effectiveness
- Work pro-actively, networking within and beyond the Hospice community to raise awareness of East Lancashire Hospice service provision amongst a range of stakeholders, including professionals, hard to reach groups and people from our communities
- Undergo supervision with an appropriately qualified person to raise and develop strategies to deal with personal and professional matters arising from work
- Contribute to the recruitment, development and supervision of volunteers
- Lead and/or participate in the delivery of education in relation to own field of work within and beyond the Hospice
- Provide advice and support to the multidisciplinary team and other professionals on the emotional dimensions of illness, loss and grief.

GENERAL DUTIES AND RESPONSIBILITIES

- Maintain appropriate and respectful professional relationships with colleagues and other staff
- Exercise good personal time management, punctuality, appearance and consistent reliable attendance
- Contribute to clinical reports and data collection as required by the departmental lead
- Accurately receive and communicate messages/information using a range of media including telephone
- Act as an ambassador for East Lancashire Hospice, promoting at all times our vision which is to help everyone who comes into contact with the Hospice to make the most of life. Everything we do is guided by our values: Personal, Compassion in action, Unity with purpose, Pride in the service we provide, Uplifting.
- Ensure that personal actions and conduct apply with Hospice policies and procedures
- Ensure effective use of Hospice resources

- Participate in general and clerical duties to maintain a clean, tidy and effective working environment
- Be aware of developments and quality initiatives within East Lancashire Hospice using established communication methods
- Work at all times to safeguard the rights of individuals promoting their wellbeing and protecting those at risk from harm, acting on any concerns related to safeguarding children and adults at risk in line with policy and local guidance

PERSONAL DEVELOPMENT

- Access mandatory training appropriate to the role
- Actively seek to develop own knowledge, skills and understanding of palliative care using available resources and development opportunities relevant to the role.
- Participate in the Hospice appraisal system, performance reviews, support and supervision activities to enhance own practice and provision of care to patients
- Participate in the education and training of others where appropriate
- Receive regular supervision in line with the requirements of the BACP professional body

STATUTORY DUTIES

- Ensure the security of information accessed in the course of your duties ensuring compliance with the Data Protection Act, Caldicott principles and information governance best practice guidance
- Report any hazards or incidents in accordance with the Health Safety and Risk Management Policy and procedures
- Comply with the East Lancashire Hospice 'no smoking' policy in all Hospice premises and grounds
- Be responsible for maintaining own vaccinations including Hepatitis B immunity (as applicable)
- Ensure that infection control measures are followed in relation to your role
- Work at all times to safeguard the rights of individuals promoting their wellbeing and protecting those at risk from harm, acting on any concerns related to safeguarding children and adults at risk in line with policy and local guidance
- Work at all times to respect people's individuality, rights and diversity to ensure equality
- Record and submit electronic/paper activity data accurately and within required timeframes

WORKING HOURS

The post is for 22.5 hours on a rota basis of up to any 5 days of the 7-day week (to include occasional weekend working to accommodate client/service need).

NOTES

This job description reflects how the post currently meets the needs of the service. Since the Hospice is constantly developing and changing its services to ensure it meets the needs of the community it serves, the role and responsibilities of the post holder may change accordingly.

Equality and Diversity

We support an inclusive and holistic working environment and aim to empower our people to bring their authentic self to work. We are committed to this and so encourage applications from all individuals with the required skills for the role inclusive of age, disability, sex, gender reassignment, sexual orientation, pregnancy and maternity, race, colour, caste, nationality, ethnic or national origin, religion or belief, socio-economic background, trade union membership status, marriage, and civil partnerships. East Lancashire Hospice is committed to equality of opportunity for all staff and volunteers.

This job description will be reviewed at intervals and may change as is deemed necessary.

ACCEPTANCE OF JOB DESCRIPTION

I confirm I accept the duties contained in the above job description.

NAME:
(PRINT)

SIGNED: **DATE:**

EAST LANCASHIRE HOSPICE
Person Specification

Date: October 2026	Post: Counsellor- Integrative Therapies	Recruiting Manager: Hazel Booth Head of Support and Wellbeing Therapies		
	Criteria	Essential	Desirable	Tested By A – Application I – Interview
Experience	E1 Substantial post qualification experience of 450+ hours, assessing and working with clients with a wide range of emotional and psychological needs	E1		A
	E2 Experience working with clients with life limiting illness and those affected by significant life events	E2		A/I
	E3 Experience in the provision of bereavement support	E3		A/I
	E4 Experience of Level 3 counselling provision within a healthcare setting	E4		A/I
	E5 Therapeutic group work across the age range		E5	A
	E6 Formal and informal education provision		E6	A
	E7 Identification, assessment and management of risk	E7		A/I
	E8 Delivery of a range of therapeutic interventions and integrated therapies	E8		A/I
	E9 Mentoring and supervision of staff /volunteers and students	E9		A
	E10 Experience of working within an MDT environment	E10		A/I
	E11 Experience of supportive group work with staff teams	E11		A
	E12 Service evaluation and audit	E12		A/I
Qualifications	Q1 Advanced diploma Level 4/degree counselling/equivalent	Q1		All: Application
	Q2 Secondary qualification in alternative theoretical models and interventions	Q2		
	Q3 Registered or accredited member of the BACP	Q3		
	Q4 Children and young people's counselling certificate		Q4	
	Q5 Certificate in couples counselling		Q5	
	Q6 Evidence of continued professional and personal development	Q6		
Knowledge	K1 Knowledge of a range of therapeutic disciplines and ability to apply these effectively to practise situations	K1		All: Interview
	K2 Understanding of grief reactions including complex grief	K2		
	K3 Knowledge and understanding of national and local drivers in area of practise	K3		
	K4 Understanding of the principles of confidentiality and awareness of its limitations	K4		
	K5 Understanding of equality and diversity issues	K5		

	K6 The purpose of audit and evaluation in service provision and development		K6	
	K7 Safeguarding adults/ children's principles	K7		
	K8 Consent and the Mental Capacity Act	K8		
Skills	S1 Ability to make an accurate assessment of clients' needs including assessment of risk and appropriateness of service that meets individual needs	S1		All: Interview
	S2 Interpersonal skills that inspire and generate engagement from others.	S2		
	S3 Able to apply counselling to a physical health context	S3		
	S4 Able to establish and maintain professional boundaries in the face of highly emotive and distressing issues	S4		
	S5 Effective caseload management skills	S5		
	S6 Excellent organisational skills and time management ability	S6		
	S7 Excellent verbal and written communication skills	S7		
	S8 Ability to complete accurate records and data in line with East Lancashire Hospice policies	S8		
	S9 Negotiation and decision making skills	S9		
	S10 Computer/information skills	S10		
	S11 Ability to teach and educate others	S11		
	S12 Recognition of the need to refer to/involve other professional services e.g. GP/Mental Health	S12		
	S13 Able to prepare for and participate in supervision	S13		
Personal Attributes	PA1 Self-awareness, sensitivity and empathy	PA1		All: Interview
	PA2 Broad minded/non- judgemental attitude and a respect for others	PA2		
	PA3 Belief in people's ability to change and develop	PA3		
	PA4 Sense of humour with an energetic and positive approach	PA4		
	PA5 Ability to cope with the extremes of human emotion ambiguity and vulnerability	PA5		
	PA6 Resilient with well-established care strategies	PA6		
	PA7 Punctual, and reliable with the ability to work flexibly to meet individual client need	PA7		
	PA8 Motivated and committed to high quality service delivery	PA8		
	PA9 Car Driver with full driving license and access to a vehicle for work purposes		PA9	
	PA10 Ability to travel as required to provide a service to clients in locations away from the Hospice site.	PA10		