

JOB DESCRIPTION

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| **JOB DETAILS** | |
| **Job Title** | Macmillan Cancer Care Counsellor |
| **Reports to** | Lead Cancer Nurse |
| **Band** | 7 |
| **Department/Directorate** | Cancer Services/Clinical Specialist Services |

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| **JOB PURPOSE** |
| The purpose of this job role is to provide support and specialist counselling to patients diagnosed with cancer, their families and carers.  To work independently as a Specialist for the cancer counselling service, being responsible for the organisation and provision of the service, leading the cancer counselling team.  To liaise closely with all medical and nursing staff and other members of the cancer site specific multidisciplinary teams and palliative care team.  Facilitate patient information sessions on the psychological impact after a diagnosis of cancer and once treatment has finished – moving forward, as part of the cancer recovery package; health and well-being events after treatment.  To provide training and clinical supervision to nursing and medical staff to enable them to improve skills and gain support. |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| * Provide highly specialist consultation service for cancer patients, their families, inclusive of children and their carers. * Assess patient’s needs for psychological support, and refer on (either independently or via a general practitioner or hospital doctor) those with multiple and complex issues, to appropriate psychiatric or psychological care as necessary. * Identify training needs and provide in-service training to nursing, medical and other staff groups as appropriate in order to improve their communication skills when providing support to patients. * Provide on - going formalised specialist clinical supervision to the counselling team, nursing and palliative care staff within Cancer Services. * Provide a highly specialist consultation service for staff when working with challenging individuals/families who may not make use of the cancer counselling service. * Organise own workload, working independently and maintaining own case notes/client records. * Manage referrals and distribute to counselling team based on skill mix and capacity. * Establish and maintain contact with key members of the organisation and outside organisations in order to ensure that the service is used efficiently and effectively. * Develop and update policies and protocols relating to the provision of the counselling service. * Develop highly specialised and relevant information and literature relating to cancer and specialist counselling support in particular. * Recommend and act on improvements required for the development of the service, based on identification of specialist need, working with the Lead Cancer Nurse to develop these. * Provide governance related to data as per Trust requirement at regular agreed intervals to the Lead Cancer Nurse for Cancer Services which indicate the number of attendances with service user involvement without compromising confidentiality of the service. * The post holder is required to undertake duties in line with the British Association for Counsellors /or equivalent professional body Code of Ethics and Practice for Counsellors. * Ensure the uptake of regular counselling supervision in accordance with recommendations of the British Association for Counselling & Psychotherapy. |
| **KEY WORKING RELATIONSHIPS** |
| |  |  | | --- | --- | | **Internal to the Trust** | **External to the Trust** | | * Lead Cancer Nurse * Service Manager for Cancer Services * Cancer Multidisciplinary Teams * Cancer Clinical Nurse Specialists * Chemotherapy Team * Acute Oncology Service * Palliative Care |  |   The post holder is required to deal effectively with staff of all levels throughout the Trust, the wider Healthcare community, external organisations and the public. This will include verbal, written and electronic media. |
| **ORGANISATIONAL CHART** |
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| **FREEDOM TO ACT** |
| To what level are decisions made with or without reference to supervisor/line manager. Can this be illustrated in some way in the duties listed? At what level does this operate, does the post holder : i) work with supervision close by, ii) is guided by standard operating procedures, iii) work is managed rather than supervised, iv) post holder decides how results are best achieved, v) interprets broad policy and establishes standards. |
| **COMMUNICATION/RELATIONSHIP SKILLS** |
| The post holder will be expected to communicate effectively with both clients during a time of grief or bereavement and with staff through various disciplines in line with the Trust values and British Association of Counselling & Psychotherapy Code of Ethics. During these interactions, both through consultation or general conversation, the post holder will be providing and receiving highly complex, highly sensitive and highly contentious information, where there are significant barriers to acceptance. Skill is required to overcome these barriers using the highest level of interpersonal and communication skills. The post holder will be expected to communicate in a hostile, antagonistic or highly emotive atmosphere at times, due to the nature of the role when counselling bereaved clients.  The post holder will also be expected to communicate effectively with multiple professionals within the Trust, inclusive of the Cancer Services Team and teams external to the Trust (community-based NHS services and the local authority).  The post holder must have the ability to produce annual reports for the Trust Cancer Services Team and the Trust Board in line with National Cancer requirements; these reports must be shared with Macmillan.  The post holder must have the ability to communicate through verbal presentation reports and information relating to the service to high level Trust staff. |
| **ANALYTICAL/JUDGEMENTAL SKILLS** |
| The post holder will be expected to utilise a degree of analysis and judgement. This is required when providing direct consultation with clients or when communicating with staff. In addition, this skill will be required when collating and analysing data for mandatory reports, as per Trust and National requirement, at regular agreed intervals to the Lead Cancer Nurse, the wider Cancer Services Team and Trust performance regulators. |
| **PLANNING/ORGANISATIONAL SKILLS** |
| The post holder will require planning and organisation skills to manage service delivery through the management of appointments for clients attending the counselling sessions or when facilitating on-going supportive events offered by the cancer counselling service, or in conjunction with other professionals and agencies. The post holder requires the ability to allocate and re-allocate tasks to individuals with the appropriate skill mix and manage unpredictable variances or staff on a daily basis to meet organisational requirements. |
| **PATIENT/CLIENT CARE** |
| The post holder will have direct contact with clients in an outpatient setting either on a one-to-one basis or as part of group client sessions. The post holder will be providing care in a manner that requires sensitivity and compassion. The post holder will be responsible and accountable for a plan of care and its implementation over a specified period of time; the post holder may further refer to other healthcare professionals where required, with consent of the client.  The post holder will be expected to identify own training and development needs and undertake appropriate training/education as required. Participate in an annual individual performance review process where objectives will be agreed, performance monitored and personal development needs discussed. Attend all statutory and mandatory training as and when required to do so and ensure regular professional updates in accordance with BACP. |
| **POLICY/SERVICE DEVELOPMENT** |
| The post holder will be responsible for policy and service development for the cancer counselling service and will be responsible for the implementation of such policies across the cancer counselling service. |
| **FINANCIAL/PHYSICAL RESOURCES** |
| The post holder will have no financial responsibility. |
| **HUMAN RESOURCES** |
| The post holder will be responsible for the line management and leading the cancer counselling team and service provision. Including work planning and allocation; checking and evaluating work; undertaking clinical supervision; identifying training needs; developing and/or implementing training programmes; providing specialist training and teaching staff, students or trainees on a regular basis; and continuing professional development (CPD). It also includes responsibility for such personnel functions as recruitment, discipline, appraisal and career development and the long-term development of human resources. |
| **INFORMATION RESOURCES** |
| The post holder will be required to record information obtained from client counselling sessions and store and maintain own case notes and other records in line with Trust Policy and the British Association for Counselling & Psychotherapy. |
| **RESEARCH AND DEVELOPMENT** |
| The post holder will be required to collate, analyse and evaluate information relating to service provision; inclusive of activity, patient benefit, patient experience and projection. Specific benefit monitoring tools will be used to ensure appropriate and accurate data capture for auditing purposes. |
| **PHYSICAL SKILLS** |
| The post holder requires physical skills which are normally obtained through practice over a period of time or during practical training, for example; keyboard skills and use of some types of equipment. |
| **PHYSICAL EFFORT** |
| The post holder will have a combination of sitting, standing and walking with little requirement for physical effort. There may be a requirement to exert light physical effort for short periods. |
| **MENTAL EFFORT** |
| There is a frequent requirement for intense concentration and the post holder will need to be particularly alert for cumulative periods of one to two hours at a time during counselling sessions with clients. |
| **EMOTIONAL EFFORT** |
| The post holder will be frequently dealing with highly distressing situations; inclusive of counselling clients experiencing diagnosis of cancer and issues relating to diagnosis, bereavement due to death for both adults and children and individuals with challenging behaviours.    The post holder will also manage any disciplinary or grievance matter within the cancer counselling team. |
| **WORKING CONDITIONS** |
| Exposure to unpleasant working conditions or hazards is rare. However, there is a requirement to use Visual Display Unit equipment every day.  In relation to counselling sessions with clients, there may be occasional exposure to challenging behaviour from the individual/group being supported; however, this is deemed to be a rare occurrence. |
| **OTHER RESPONSIBILITIES** |
| Take part in regular performance appraisal.  Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling  Contribute to and work within a safe working environment  You are expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection  As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust’s disciplinary policy) up to and including dismissal.  You must also take responsibility for your workplace health and wellbeing:   * When required, gain support from Occupational Health, Human Resources or other sources. * Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health. * Follow the Trust’s health and wellbeing vision of healthy body, healthy mind, healthy you. * Undertake a Display Screen Equipment assessment (DES) if appropriate to role. |
| **APPLICABLE TO MANAGERS ONLY** |
| Leading the team effectively and supporting their wellbeing by:   * Championing health and wellbeing. * Encouraging and support staff engagement in delivery of the service. * Encouraging staff to comment on development and delivery of the service. * Ensuring during 1:1’s / supervision with employees you always check how they are. |
| **DISCLOSURE AND BARRING SERVICE CHECKS** |
| This post has been identified as involving access to vulnerable adults and/or children and in line with Trust policy successful applicants will be required to undertake a Disclosure & Barring Service Disclosure Check. |
| **GENERAL** |
| This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.  Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.  At the Royal Devon, we are committed to reducing our carbon emissions and minimising the impact of healthcare on the environment, as outlined in our Green Plan available on our website. We actively promote sustainable practices and encourage colleagues to explore and implement greener ways of working within their roles. |

PERSON SPECIFICATION

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| **Job Title** | Macmillan Cancer Care Counsellor |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING**   * Good Standard of Education * Advanced Diploma, Level 5 Integrative Counselling or equivalent * Advanced Diploma in Child and Adolescence Counselling or equivalent * Diploma in Psychosexual and Relationship Therapy * Diploma in Supervision * British Association for Counselling & Psychotherapy Registration * British Association for Counsellors Accreditation * Further study at Masters level in specialist field relevant to cancer * Teaching qualification | E  E  E  E  E  E | D  D  D |
| **KNOWLEDGE/SKILLS**   * Excellent verbal and written communication * To have clear boundaries * Specialist knowledge of psychological assessment * In-depth knowledge of the psychological impact of cancer * Ability to manage own workload & to supervise the workload of others * Ability to lead and manage a team * IT/Keyboard Skills | E  E  E  E  E  E  E |  |
| **EXPERIENCE**   * Proven post qualification experience as a counsellor * To be in counselling or psychotherapy or to have had significant experience as a Counsellor. * To have at significant experience of working in a cancer setting or direct work with cancer patients. * Experience as a supervisor of clinical work | E  E  E  E |  |
| **PERSONAL ATTRIBUTES**   * Prioritise and organise own workload * Enthusiastic * Reliable * Positive attitude * Friendly manner * Flexible and able to assist patients in using the counselling process * Self-motivated * Committed to team working * Working on own initiative * Ability to be empathetic * Handle difficult or emotional situations | E  E  E  E  E  E  E  E  E  E  E |  |
| **OTHER REQUIREMENTS**   * The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust. * Ability to travel to other locations as required | E  E |  |

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|  | | **FREQUENCY**  **(Rare/ Occasional/ Moderate/ Frequent)** | | | |
| **WORKING CONDITIONS/HAZARDS** | | **R** | **O** | **M** | **F** |
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| **Hazards/ Risks requiring Immunisation Screening** | |  |  |  |  |
| Laboratory specimens | Y/N |  |  |  |  |
| Contact with patients | Y/N |  |  |  |  |
| Exposure Prone Procedures | Y/N |  |  |  | X |
| Blood/body fluids | Y/N |  |  |  |  |
| Laboratory specimens | Y/N |  |  |  |  |
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| **Hazard/Risks requiring Respiratory Health Surveillance** |  |  |  |  |  |
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| Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate) | Y/N |  |  |  |  |
| Respiratory sensitisers (e.g isocyanates) | Y/N |  |  |  |  |
| Chlorine based cleaning solutions  (e.g. Chlorclean, Actichlor, Tristel) | Y/N |  |  |  |  |
| Animals | Y/N |  |  |  |  |
| Cytotoxic drugs | Y/N |  |  |  |  |
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| **Risks requiring Other Health Surveillance** | |  |  |  |  |
| Radiation (>6mSv) | Y/N |  |  |  |  |
| Laser (Class 3R, 3B, 4) | Y/N |  |  |  |  |
| Dusty environment (>4mg/m3) | Y/N |  |  |  |  |
| Noise (over 80dBA) | Y/N |  |  |  |  |
| Hand held vibration tools (=>2.5 m/s2) | Y/N |  |  |  |  |
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| **Other General Hazards/ Risks** | |  |  |  |  |
| VDU use ( > 1 hour daily) | Y/N |  |  |  | X |
| Heavy manual handling (>10kg) | Y/N |  |  |  |  |
| Driving | Y/N |  |  |  |  |
| Food handling | Y/N |  |  |  |  |
| Night working | Y/N |  |  |  |  |
| Electrical work | Y/N |  |  |  |  |
| Physical Effort | Y/N |  |  |  |  |
| Mental Effort | Y/N |  |  |  |  |
| Emotional Effort | Y/N |  |  |  |  |
| Working in isolation | Y/N |  |  |  | X |
| Challenging behaviour | Y/N | X |  |  |  |