

JOB DESCRIPTION

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| **JOB DETAILS**  |
| **Job Title**  | Prosthetic Service Counsellor |
| **Reports to**  | Clinical Lead Physiotherapist in Surgery and Amputee Rehabilitation |
| **Band**  | 6 |
| **Department/Directorate**  | Exeter Mobility Centre, Prosthetic Service / Specialist Services Division |

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| **JOB PURPOSE**  |
| *The service is available to approximately 1300 prosthetic patients across Devon and Somerset and it is delivered in a variety of settings including:**• Exeter Mobility Centre - Counselling room, fitting or walking training rooms**• Wonford Surgical wards e.g. Exe, Abbey, Durbin, Sid (primarily).** *Other hospitals as required*

*The service is available to clients of all ages, ranging from young children to adults from all backgrounds.*To provide and develop a confidential counselling service for amputees, both pre and post operatively, patients following traumatic limb loss, patients with congenital limb absence and for their families/significant others within the EMC Prosthetic Service and Wonford surgical wards.The postholder will be required to work largely autonomously managing, developing and delivering a prosthetic counselling service within a multi-professional team across Devon & Somerset areas. To coordinate the promotion and provide the pre-amputation service of the prosthetic team across Devon and Somerset.**K** |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| • Responsible for assisting patients and their families attending the EMC or Wonford ward areas to cope with the physical, emotional and psychological aspects of limb loss or absence and life as a prosthetic limb wearer or non-limb walker/wearer, enabling them to become proactive in their own care/lives.• To have a working knowledge and understanding of disability and loss issues and to be aware of the various phases involved in hospitalisation and the rehabilitation process affecting the individual and their families.• Appropriate assessment of clients’ needs in relation to delivery of psychological support i.e. crisis-management (one off sessions), short or long term counselling, informal or formal contracts.• Ensure referrals to the counsellor are appropriate, and if not, educate the staff referring the patient. If the client has self-referred then provide an appropriate assessment and then evaluate the clients’ needs with them and discuss alternative placement if prosthetic counselling is not appropriate for the individual.• To accept clinical responsibility for a designated caseload of patients, and to organise this effectively and efficiently with regard to clinical prioritisation and use of time. ·• To provide a flexible approach to time management and appointment setting owing to reliance on patient transport (so clients can attend centre for counselling).• To represent the Trust externally (locally, regionally and nationally) regarding counselling provided to patients or family members of patients with limb absence or loss.• Maintain the security of confidential patient data (written and computer records) and appropriateness entries to comply with the requirements of the Data Protection Act.• To participate in the staff appraisal scheme and personal development plan.• To attend regular client supervision by a suitably qualified therapist/supervisor appropriate to the complexity and variability of client workload.* Ensure that the counselling service provided reflects current good practice and highly quality care
* To be a member of a professional organisation and follow their guidelines for Code of Conduct and Ethics, e.g. BACP, UKCP.
* To participate in primary assessments, working alongside the MDT completing necessary paperwork, and being aware of whom to refer to with each stage of the rehab process.

• Provide staff support in relation to client handling or general support to staff at EMC, Wonford or surgical sites.• The service will be offered in accordance with local needs and the counsellor will not attempt to practice any form of counselling for which they do not have appropriate training. The counsellor will assess and manage the therapeutic sessions of their clients within the scope of their own competence. |
| **KEY WORKING RELATIONSHIPS**  |
| Of particular importance are working relationships with:

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| **Internal to the Trust**  | **External to the Trust**  |
| * Lead Therapist, Prosthetics (Line Manager)
* Clinical Lead Prosthetist
* Centre Manager
* Associate Clinical Services Manager
* Prosthetists
* Therapists
* Reception staff
* Exe ward nurses
* Consultants
* Surgical ward therapists
 | * Patients
* Couples
* Families
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| **ORGANISATIONAL CHART**  |
| Head of Acute Therapy- Eastern ServicesAssociate Clinical Services ManagerClinical Lead Therapist, Prosthetic ServiceProsthetic Service Clinical Lead**Post holder**Prosthetic Service Counsellor |
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| **FREEDOM TO ACT**  |
| * To decide priorities for own work area, balancing other patient related and professional demands, and ensure that these remain in accordance with those of the team as a whole.
* To work autonomously, deciding on the best approach for each individual patient.
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| **COMMUNICATION/RELATIONSHIP SKILLS**  |
| * Demonstrate a high level of communication skills with the ability to listen and explore sensitively complex situations, emotions, thoughts and feelings across all age levels e.g. suicidal thoughts, body image issues, loss both past and present.
* Communicate with outside agencies, i.e. GP’s, District Nurses etc or referring Consultants about their patients.
* Liaison with the clinical team in respect of counselling issues pertinent to the core of patients.
* To communicate effectively with MDT and other healthcare professionals, patients and carers to maximise rehabilitation potential and to ensure the patient receives holistic care, acting as an advocate when necessary.
* Maintain links with the Association of Amputee Rehabilitation Counsellors (AARC), attending bi-annual meetings.
* Promote the service to agencies or personnel outside the centre, providing them with publicity material for the counselling and or Pre-amputation services
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| **ANALYTICAL/JUDGEMENTAL SKILLS** |
| To use own judgement on techniques to be used for each patient, frequency and duration. |
| **PLANNING/ORGANISATIONAL SKILLS** |
| * Liaison with the Reception, Prosthetic and Therapy staff in relation to patients' appointments and the overall co-ordination of services to the individual.
* Organise and manage own workload.
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| **PATIENT/CLIENT CARE**  |
| * Provide a flexible approach to the delivery of psychological support - information sharing, support or counselling. Provide one-to-one, couples or group counselling as required (face-to-face, virtually or via telephone) maintaining privacy throughout (especially in ward areas).
* To provide all necessary prosthetic rehabilitation information to ward patients and relatives prior to them attending their primary appointment.
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| **POLICY/SERVICE DEVELOPMENT**  |
| To formally evaluate the counselling service on an annual basis in order to ascertain its value to both patients and the prosthetic service overall and to recommend any possible changes, to any aspect of service provision, required as a result of the findings of the evaluation. |
| **FINANCIAL/PHYSICAL RESOURCES**  |
| N/A  |
| **HUMAN RESOURCES**  |
| * Provide information, giving talks and participating in professional development days for student nurses/newly qualifieds /student therapists and other members of professional team and disciplines.
* To provide spontaneous and planned specialist advice, teaching and instruction on the provision of psychological care to inpatients or outpatients, carers, relatives, Exeter Mobility Centre staff and other health professionals.
* To be an active member of the in-service training programme by the attendance and delivering of presentations and training sessions at staff meetings, in-house training sessions and by attending external courses and practising reflective practise.
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| **INFORMATION RESOURCES**  |
| * To maintain accurate and up-to-date documentation, inline with legal and departmental requirements, and communicate with referring MDT members (with patient's permission) a generalised plan of action.
* Ensure the information at the EMC is maintained and that updated information is available to the service users of the centre.
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| **RESEARCH AND DEVELOPMENT**  |
| Participate in clinical audit programmes and relevant clinical training and development, either individually or with the prosthetic team and make recommendations for change. |
| **PHYSICAL SKILLS** |
| N/A |
| **PHYSICAL EFFORT** |
| Significant periods sat at a desk  |
| **MENTAL EFFORT** |
| Frequent mental effort |
| **EMOTIONAL EFFORT** |
| Daily emotionally demanding work due to the nature of the role. This will require regular external supervision. |
| **WORKING CONDITIONS** |
| Potential for patient-related hazards. |
| **OTHER RESPONSIBILITIES**  |
| * To maintain own clinical professional development (CPD) by keeping abreast of up-to­ date research and attending training courses/study days that are relevant to own field of work.
* Undertake in-house training for Mirror Therapy and provide to patients as needed.
* 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.
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| **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. Northern Devon Healthcare NHS Trust and the Royal Devon and Exeter NHS Foundation Trust continue to develop our long standing partnership with a view to becoming a single integrated organisation across Eastern and Northern Devon. Working together gives us the opportunity to offer unique and varied careers across our services combining the RD&E’s track record of excellence in research, teaching and links to the university with NDHT’s innovation and adaptability.T*his is*  |

PERSON SPECIFICATION

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| **Job Title** | Prosthetic Service Counsellor |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING** |  |  |
| BACP/UKCP Accreditation | E |  |
| Diploma in counselling | E |  |
| BACP accredited ‘integrative’ counsellor | E |  |
| EMDR and / or REWIND trained | E |  |
| Mirror Therapy trained | D | E |
| 5 GCSE's or equivalent including English | E |  |
| **KNOWLEDGE/SKILLS** |  |  |
| Able to communicate complex information in a sensitive, tactful and empathetic way, both verbally and in writing to patients, carers and other healthcare professionals. | E |  |
| Experience of preparing and delivering presentations to a wide range of large audiences | E |  |
| Disability awareness | E |  |
| Group facilitation | D |  |
| **EXPERIENCE**  |  |  |
| 3 years NHS experience / understanding | E |  |
| Working within a caring environment and experience of working with couples, children and families | E |  |
| Experience of liaising with multidisciplinary teams | E |  |
| **PERSONAL ATTRIBUTES**  |  |  |
| Enthusiastic and self-motivated | E |  |
| Flexible in order to meet the demands of the service | E |  |
| Able to cope with distressing circumstances | E |  |
| Able to work as a team member | E |  |
| Computer literacy including quick and accurate use of the keyboard, data input and report writing | E |  |
| Ability to maintain confidential boundaries | E |  |
| **OTHER REQUIREMENTS**  |  |  |
| Hold a drivers’ licence  | E |  |
| Willing to travel to community locations | 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 | N |  |  |  |  |
| Contact with patients | Y |  |  |  | x |
| Exposure Prone Procedures | N |  |  |  |  |
| Blood/body fluids | N |  |  |  |  |
| Laboratory specimens | 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) | N |  |  |  |  |
| Respiratory sensitisers (e.g isocyanates) | N |  |  |  |  |
| Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel) | N |  |  |  |  |
| Animals | N |  |  |  |  |
| Cytotoxic drugs | N |  |  |  |  |
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| **Risks requiring Other Health Surveillance** |  |  |  |  |
| Radiation (>6mSv) | N |  |  |  |  |
| Laser (Class 3R, 3B, 4) | N |  |  |  |  |
| Dusty environment (>4mg/m3) | N |  |  |  |  |
| Noise (over 80dBA) | N |  |  |  |  |
| Hand held vibration tools (=>2.5 m/s2) | N |  |  |  |  |
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| **Other General Hazards/ Risks** |  |  |  |  |
| VDU use ( > 1 hour daily) | Y |  |  |  | x |
| Heavy manual handling (>10kg) | Y |  | x |  |  |
| Driving | Y |  | x |  |  |
| Food handling | N |  |  |  |  |
| Night working | N |  |  |  |  |
| Electrical work | N |  |  |  |  |
| Physical Effort  | Y |  | x |  |  |
| Mental Effort  | Y |  |  |  | x |
| Emotional Effort  | Y |  |  |  | x |
| Working in isolation | Y |  |  |  | x |
| Challenging behaviour | Y |  |  | x |  |