

JOB DESCRIPTION

JOB DETAILS

Job Title	Head and Neck Cancer Specialist Counsellor
Reports to	Lead Outpatient Nurse
Band	Band 6 (Subject to formal consistency checking)
Department/Directorate	Maxillofacial / Surgery

JOB PURPOSE

- The purpose of this job role is to provide support and a specialist counselling service for our Head and Neck Cancer patients who have been diagnosed with Cancer and are under the care of the OMFS & ENT clinicians, providing psychological, emotional and compassionate support to help patients navigate their journey from diagnosis through treatment and survivorship, including their families and carers.
- To autonomously manage own counselling caseload of adults with mental health difficulties, triaging referrals, booking sessions, organising and managing the overall provision of the service.
- To liaise closely with all the medical, nursing staff and other members of the Multidisciplinary teams involved in the patient's treatment.
- Psychological assessment and intervention to work with a caseload of clients providing integrative psychological therapies/counselling to meet the client's needs with a wide range of difficulties e.g. Complex trauma, PTSD, changes in appearance, speech, and adjusting to life after diagnosis and treatment.

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

- Provide a highly specialist consultation service for Head and Neck patients and their carers.
- Plan and execute a programme of up to 8 sessions tailored to patient's particular needs to enable patients to become self-reliant, enhance coping strategies and improve psychological status.
- Assess patient's needs for psychological support and signpost or refer on if necessary – those with multiple and complex issues to appropriate services.
- Organise own workload, working independently and maintaining own case notes/client records.
- Manage referrals to service, manage waitlists and allocate sessions.
- 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 highly specialised and relevant information and literature relating to Cancer and specialist counselling support in particular.
- Recommend and act on improvements required or the development of the service, based on identification and specialist needs, working with the wider team to develop these.
- To ensure the physical and therapeutic safety of the therapeutic environment.

KEY WORKING RELATIONSHIPS

Areas of Responsibility: (type of work undertaken)

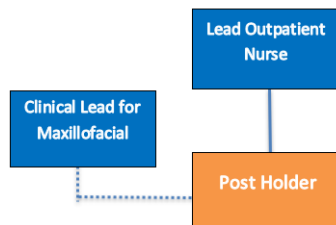
No. of Staff reporting to this role: (If applicable)

The post holder is required to deal effectively with staff of all levels throughout the Trust as and when they encounter on a day to day basis In addition, the post holder will deal with the wider healthcare community, external organisations and the public. This will include verbal, written and electronic media.

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
<ul style="list-style-type: none"> • Maxillofacial consultants • ENT consultants • Oncology • Specialist head and neck cancer nurses • Speech and language therapists • Dieticians • MDT team • Maxillofacial dental nurse • Administrative, clerical and support staff • Fern Centre • Palliative care 	<ul style="list-style-type: none"> • Patients, partners & carers • Clinical supervisor • Other trust providers • Line manager • Service manager • Patients • Carers/relatives • GP's • Local hospice • Residential/care homes • Charitable organisations for support • BACP

ORGANISATIONAL CHART



FREEDOM TO ACT

The Specialist Counsellor will have significant autonomy and clinical freedom in providing expert advice to patients and families regarding patient care and treatment pathways in line with Trust and service policy. This includes, but is not limited to:

- Conducting comprehensive assessments to determine the appropriate course of treatment for each patient, tailoring interventions to their specific needs and circumstances.
- Prioritising patient cases based on clinical judgment, ensuring those with the most urgent needs are seen promptly.
- Be professionally accountable for all aspects of own work, including the management of patients in your care.
- Developing personalised treatment plans, drawing from various therapeutic modalities and techniques to create an effective, evidence-based approach.
- Determining the frequency, duration, and modality (e.g., individual, group, family) of counselling sessions based on the patient's progress and evolving requirements.
- Making decisions about referring patients to other healthcare professionals, services, or agencies when additional support or specialised care is warranted.
- Exercising professional discretion in managing caseloads, scheduling appointments, and allocating time and resources effectively to meet patient needs.

The Specialist Counsellor will work collaboratively with the multidisciplinary team but will have the clinical freedom to make autonomous decisions in the interest of providing high-quality, patient-centred care. This role requires a high degree of professional judgment, clinical expertise, and the ability to make clear, well-informed decisions that facilitate positive outcomes for patient's treatment pathway.

The post holder is guided by principles and broad occupational policies set out by the British Association for counselling and Psychotherapy insuring significant discretion to work to ensure ethical parameters.

The post holder is expected to manage service provision in line with Trust policy and procedure and decide when necessary to escalate to the line manager for support.

COMMUNICATION/RELATIONSHIP SKILLS

The post holder will be expected to communicate effectively with both clients, carers and relatives during a time of grief or bereavement and with staff through various disciplines in line with the Trust values and The 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, including those who are terminally ill and facing extreme physical challenges.

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 Head and Neck cancer clients.

The post holder will also be expected to communicate effectively with multiple professionals within the Trust, inclusive of OMFS & ENT teams, and teams external to the Trust (community-based NHS services and local authority).

ANALYTICAL/JUDGEMENTAL SKILLS

The post holder will be expected to utilise a degree of analysis and judgement for each individual. This is required when providing direct consultation with clients or when communicating with staff.

To have the ability to undertake complex needs, analysis and risk assessments and make recommendations where there is a requirement to exercise judgement in identifying and assessing complicated events, problems or illnesses and where a range of options and the implication of these have to be considered.

The post holder will deliver all relevant aspects of care to an agreed and expected professional standard. They will work closely with the multi-disciplinary team and contribute to the clinical governance process.

The post holder is required to work autonomously when counselling clients and seek appropriate regular counselling supervision themselves in accordance with recommendations of the British Association for Counselling & Psychotherapy.

The post holder will be required to collate, analyse and evaluate information relating to service provision.

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.

The post holder will manage their own waitlists and triage incoming referrals to the service.

The post holder will manage and store own case records appropriately.

PATIENT/CLIENT CARE

The post holder will have direct contact with clients in an outpatient setting on a one-to-one basis. 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 professionals where required, with consent of the client.

The post holder will provide a collaborative contract with the client in accordance with the BACP's Ethical framework, ensuring compassion and confidentiality.

The post holder will be required to give specialist advice in relation to the care of clients who have undergone Head and Neck cancer, carrying a highly complex clinical case load and provide specialist psychological therapies to clients.

The post holder will be expected to identify own training and development needs and undertake appropriate training/education as required. Keep CPD logs and records up to date in accordance with the BACP or other registered bodies. 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 the BACP/NCPS.

POLICY/SERVICE DEVELOPMENT

The post holder will be responsible for the policy and service development for the Head and Neck counselling service, and will be responsible for the implementation of such policies across the Head and Neck counselling service.

FINANCIAL/PHYSICAL RESOURCES

The post holder will have no financial responsibility, but will observe personal duty of care in relation to equipment and resources used in course of work.

HUMAN RESOURCES

The post holder will be responsible for work planning and allocation, evaluating work, undertaking clinical supervision, identifying training needs, developing and/or implementing training programmes, providing specialist training and teaching staff, students or trainees. Continuation of continuous professional development (CPD).

INFORMATION RESOURCES

The post holder must ensure that clients counselling records are maintained in accordance with BACP or registered body and professional trust policies.

To record and maintain CORE-OM forms for all clients to enable evaluation/data of service provided.

To be responsible for data entry and storage of data, and a requirement to use data software.

RESEARCH AND DEVELOPMENT

Undertake and contribute to research, audits and surveys when required.

PHYSICAL SKILLS

The post holder requires physical skills which are normally obtained through practice over a period of time or during training, for example keyboard skills and use of some types of equipment.

PHYSICAL EFFORT

A combination of sitting, standing and manual handling, moving equipment and stores.

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.

Daily concentration will be required for daily assessment treatment plans and on-going care.

In-depth proactive mental attention on patient/client assessment and treatment during therapy sessions.

EMOTIONAL EFFORT

The post holder will be frequently exposed to highly distressing or highly emotional circumstances whilst counselling Head and Neck cancer patients. Working with clients experiencing diagnosis of cancer and issues relating to diagnosis, treatment and on-going side effects of treatment, bereavement due to death with adults and individuals with frequently challenging behaviours.

The post holder should have the ability to risk assess safeguarding issues and signpost appropriately.

WORKING CONDITIONS

The post holder will be working in a potentially hostile environment and maybe subject to occasional verbal aggression and very occasionally physical threat. There is a requirement to use visual display unit equipment every day.

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.

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.

<ul style="list-style-type: none"> Specialised training or experience in Oncology or healthcare related counselling preferred. Strong interpersonal and communication skills, with the ability to empathise and build rapport with patients and families. 		<p>D</p> <p>D</p>
<p>PERSONAL ATTRIBUTES</p> <ul style="list-style-type: none"> Prioritise and organise own workload Flexible and able to assist patients in using the counselling process Self-motivated Ability to be empathetic Handle difficult or emotional situations. 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	
<p>OTHER REQUIREMENTS</p> <p>The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.</p> <p>Ability to travel to other locations as required</p>	<p>E</p> <p>E</p>	

		FREQUENCY			
		(Rare/ Occasional/ Moderate/ Frequent)			
WORKING CONDITIONS/HAZARDS		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	N				
Contact with patients	Y				X
Exposure Prone Procedures	N				
Blood/body fluids	N				
Hazard/Risks requiring Respiratory Health Surveillance					
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				
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				
Other General Hazards/ Risks					
VDU use (> 1 hour daily)	Y				X
Heavy manual handling (>10kg)	N				
Driving	N				
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			