

Job Description

Hospice Taranaki works in partnership with patients, their families/whanau and organisations to provide and influence best practice care, support and understanding at the end of life.

Position title	Counsellor/Therapist
Reports to	Support Services Manager
Functional Relationships	Clinical Services Director Biography Volunteers Bereavement Volunteers Registered Nurses and Enrolled Nurses Medical Director and Medical Officers Manager Volunteer Services and Housekeeping Volunteers Taranaki District Health Board Allied Health Staff, e.g. Maori Health Workers, Physiotherapists, Occupational Therapists Community Health Providers e.g. Private Hospitals and Rest Homes Social Workers Spiritual Care Adviser
Last updated	December 2020

Position Summary

As a member of Hospice Taranaki's Support Services team, this role provides professional one to one and/or group counselling/therapy where required for Hospice patients, their families and whanau. This role also includes the delivery of our six-week Bereavement Support Group and Carer Education Programme which are each run twice annually or more as required.

Key Objectives	Performance indicators/outcomes
Patient Care Management and Care Coordination	<p>Optimum grief, loss and bereavement care for patients, families and carers.</p> <ul style="list-style-type: none"> • Provides one to one and/or group counselling/therapy to Hospice palliative care patients, their families and carers as required. • Works on site at Hospice or in the patient's home where appropriate. • Works closely with all members of the Multi-Disciplinary team to achieve the highest standard of care. • Facilitates the Bereavement Support Group and Carer Education Programme twice annually or more as required as agreed with the Support Services Manager.

	<ul style="list-style-type: none"> • Ensures the bereavement service provided is sensitive and tailored to meet cultural, ethnic, religious, spiritual and other patient and family/whanau needs. • Coordinates continuing care for families and carers following death of the patient including some bereavement follow up phone calls to family members six months post bereavement • Completes accurate and timely documentation. • Documents all counselling sessions. • Provides the Support Services Manager with reports and statistics as required. • Undertakes duties as delegated by the Support Services Manager in her absence. • Has weekly oversight meeting with the Support Services Manager
Service development and quality improvement	<ul style="list-style-type: none"> • Contributes to individual teaching and orientation of all staff • Contributes to the development, and promotion of a comprehensive Hospice support service throughout Taranaki in accordance with Hospice Taranaki standards. • Contributes to the development of protocols in accordance with certification and accreditation standards.
Professional Development	<ul style="list-style-type: none"> • Commit and takes responsibility for own professional development • Works within the Code of Ethics of the New Zealand Association of Counsellors or equivalent. • Attends monthly supervision • Complies with Hospice Taranaki Code of Confidentiality, Policies and Procedures
Resource Management	<ul style="list-style-type: none"> • Is accountable for the management of resources including time, supplies and equipment.
Education/Clinical teaching	<ul style="list-style-type: none"> • Completed a professional counselling training programme approved by NZQA to a minimum of Level 6 (or equivalent). • Membership of an appropriate professional body (e.g. NZAC, NZCCA, ANZACATA, NZAP).
Cultural Safety	<ul style="list-style-type: none"> • Demonstrates cultural competence.
Health and Safety	<ul style="list-style-type: none"> • Takes responsibility for own health and safety within the work environment • Promotes health and safety within the organisation • Participates in self-care and attends regular clinical supervision
Variation to duties	<ul style="list-style-type: none"> • Duties and responsibilities described above should not be construed as a complete and exhaustive list as it is not the intention to limit in any way the scope of function of this position. Duties and responsibilities and be amended from time to time by either addition, deletion or straight amendment however this will only be done in consultation with the employee.

Capability requirements:	<p>Capabilities are the behaviours demonstrated by a person performing the job. Capabilities identify what makes a person most effective in a role. Those listed below are expected for any team role in the organisation. The required capabilities can change as the organisation develops and the roles change.</p>
Effective liaison and communication	<ul style="list-style-type: none"> • Shares well thought out, concise and timely information with others using appropriate mediums. Ensures information gets to the appropriate people within the organisation to facilitate effective decision making. • Communicates openly with team members

	<ul style="list-style-type: none"> • Ability to connect with a wide range of people with diverse life stories. • Attends a variety of meetings including staff meetings, family and support meetings, etc. • Promotes good public relations and communication with all relevant areas.
Decision Making / Problem Solving	<ul style="list-style-type: none"> • Demonstrates effective and timely decision making /problem solving techniques. Aware of the impact of decisions on key stakeholders and consults as appropriate utilising available resources. Is proactive and effective when problem solving is required.
Innovative/initiative	<ul style="list-style-type: none"> • Continually strives for new and improved work processes that will result in greater effectiveness and efficiencies. Questions traditional ways of doing things when choosing a course of action or finds new combinations of old elements or from an innovative solution.
Resilience /flexibility	<ul style="list-style-type: none"> • Articulates differing perspectives on a problem and will see the merit of alternate points of view. Will change or modify own opinions and will switch to other strategies when necessary. Adjusts behaviour to the demands of the work environment in order to remain productive through periods of transition, ambiguity, uncertainty and stress. • Can identify when needs the assistance/support of supervision or EAP and seeks that support.
Cultural Safety	<ul style="list-style-type: none"> • Demonstrates a commitment to cultural safety by meeting and exceeding cultural needs of customers/clients/colleagues. Manages cultural ambiguity and conflicting priorities well. • Understands concepts of whanaungatanga and manaakitanga and Maori cultural orientation to whanau, hapu and iwi. • Demonstrates commitment to the culture and philosophy of Hospice Taranaki.
Teamwork	<ul style="list-style-type: none"> • Works to build team spirit, facilitates resolution of conflict within the team, promotes / protects reputation, shows commitment to contributing to team success. • Supports all team members. • Actively contributes to the team. • Willingly assists others when needed. • Utilises a team approach whenever appropriate for effective patient management. • When appropriate, provides cover for other members of our Hospice Support Services Team, e.g. aged care counselling/therapy.

Interpersonal Skills:

- Enthusiastic, professional pro-active approach
- Outstanding communication skills
- Ability to work independently and as part of a team
- Self aware, able to recognise own abilities and limitations
- Trustworthy
- Excellent listener
- Have a genuine interest and confidence in the ability to work with death and the dying.

Education and Qualification and Experience:

- Completed a professional counselling training programme approved by NZQA to a minimum of Level 6 (or equivalent).
- Current professional membership of an appropriate professional body (e.g. NZAC, NZCCA, ANZACATA, NZAP).
- Current practising certificate issued by an appropriate professional body.
- At least three years counselling/therapy experience in the area of grief, loss and bereavement preferred.
- Excellent assessment skills
- Experience in development and delivery of both therapeutic and psychoeducational groups.
- Excellent computer literacy
- Clean driver's licence

Fit with HT Values

It is expected that our employees will be aligned with our organisation's values as below

Fairness - Tika

Honesty - Pono

Choice - Puwharu

Respect - Whakaute

Compassion - Aroha

Trust - Whakawhirinaki

Dignity – Whakarangatira

- Are professional in dealings with others
- Demonstrate respect for other staff, clients and community group members
- Understand the need for confidentiality
- Apply the principles of the Treaty of Waitangi to aspects of their job as appropriate
- Interact with other agencies and organisations
- Display a high standard of personal presentation

Date Effective:	
Manager's Signature:	
Employee's signature:	