



Job Description: **Family Support Counsellor**

Reports to: **Head of Family Support Services**

Job Summary:

To work as part of the Family Support Team providing psycho-social support services to children, young people and families referred to Naomi House and Jacksplace. To support the provision of a comprehensive counselling service for families across the region.

Key Responsibilities:

- To have an understanding of, and response to, the needs of children, young people and families at a time of uncertainty and crisis.
- To hold a complex case load offering assessment and a planned program of therapeutic intervention.
- To provide group and direct work with adults as well as young people.
- To participate in the recruitment, training and provision of clinical supervision to Naomi House & Jacksplace volunteer Counsellors.
- To manage the process of new referrals and allocation to volunteer bereavement Counsellors.
- To work as part of a multi-disciplinary team and to promote effective communication regarding psych-social information within the care team.
- To support families during their initial visit to Naomi House and Jackplace.
- To contribute towards education and training internally and externally as required.
- To contribute towards the planning and delivery of our annual remembering events.
- To facilitate discussion with parents following the death of a child re: memory making, funeral planning etc.
- Promote the safeguarding and welfare of children, young people and vulnerable adults.
- Contribute to relevant multi agency meetings with other statutory and non-statutory organisations as required, and co-ordinate with other team members regarding participation in these.
- To identify and develop new initiatives to meet identified needs of families, children and young people across the hospices.
- To maintain records and ensure that all record keeping is in accordance with the policy of the organisation.
- To provide statistics/evaluations on support activities undertaken.
- To maintain confidentiality of each child, young person and family at all times.
- To maintain own professional development and training opportunities including personal supervision as agreed with line manager.

The job description does not attempt to describe all the tasks and responsibilities of the post, but rather illustrates with examples the main role of the post-holder. It is therefore subject to alteration and development and will be reviewed jointly with the post-holder and Family Support Service Manager.

Person Specification

Essential	Desirable
Recognised counselling/psychotherapy qualification. Experience of counselling adults.	Experience of counselling young people.
Membership of BACP UKCP or other and abide by their associations Ethical Framework.	
Experience of working with bereavement.	
An understanding of Palliative Care.	Experience of working in a palliative care setting
Experience of working in a health care setting.	
Experience of providing primary and group supervision.	Experience of supervising volunteers
An understanding of the issues impacting families when a child or young person has a life limiting condition.	Experience of working with families, young people and children with complex needs.
Experience of setting up and running groups.	A recognised qualification in group work.
An awareness and understanding of safeguarding issues.	
Experience of working as part of a multi-disciplinary team.	
Excellent communication skills both oral and written.	
Good presentation/teaching skills.	Teaching qualification.
IT competent.	
Full driver's licence.	