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# JOB DESCRIPTION

Job Title: Ward-based counsellor/Psychological therapist

**Salary: £28,834  
Contract: Two year fixed term   
Base: Noah’s Ark Children’s Hospital for Wales   
Employer: Noah’s Ark Children’s Hospital Charity**

#### ORGANISATIONAL ARRANGEMENTS

**Accountable to: 1. UHB Psychology Services Lead for Child Health Psychology, Inherited Bleed Disorders and Hereditary Anaemias.**

**2. Noah’s Ark Charity line manager**

**Liaises with: Ward managers, ward staff (including play team, hospital teacher, nursing team); members of the child health psychology team, other primary care counsellors; Noah’s Ark Charity team, other voluntary/statutory agencies.**

**Introduction**

The Noah’s Ark Charity supports the Noah’s Ark Children’s Hospital for Wales in providing world-class care, helping to ensure the best outcome and experience possible for children and their families.

Having raised more than £25 million to build and equip the hospital, today we continue to work hand in hand with the NHS, providing funding for the most up-to-date equipment and facilities. We also fund services like the play specialist team and emotional support for families.

This is an opportunity for a skilled and driven professional to join a small but highly motivated team. Working closely with the wider charity team, this role offers a real opportunity to see the impact that your work has on the children and families we support.

**Relationship to Cardiff and Vale University Health Board (UHB).**

The charity is independent of but works closely with UHB and is based in the Noah’s Ark Children’s Hospital Wales - operated and managed by the health board. As such, we agree to abide by the UHB’s core values and example behaviours, shown below, and are guided by their operational policies.

Our values guide the way we work and the way we behave with others. Post holders will be always expected to behave in accordance with our values demonstrating commitment to the delivery of high-quality services to patients.

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| We care about the people we serve *and* the people we work with | Treat people as you would like to be treated and always with **compassion** |
| We trust and respect one another | Look for **feedback** from others on how you are doing and strive for **better** ways of doing things |
| We take personal responsibility | Be **enthusiastic** and take responsibility for what you do. |
| We treat people with kindness | **Thank** people, celebrate success and when things go wrong ask ‘what can I learn’? |
| We act with integrity | Never let structures get in the way of doing the **right thing.** |

**JOB SUMMARY**This position is funded and recruited by the Noah’s Ark Charity and delivers counselling for families who are either inpatients or regular outpatients at the Noah’s Ark Children’s Hospital for Wales.

**The post holder will:**

• Provide brief structured counselling and/or psychological therapy interventions to hospital patients and families, including:

* the provision of ‘emotional first aid’ for hospital related distress or hospital related crisis points
* providing support in processing sudden medical or hospital related trauma
* adjustments to a new diagnosis or having a child with serious illness.
* during palliative and/or end-of-life care.

This work could include one-one sessions, family or group work as required and determined by service needs.

• Provide specialist counselling assessment and intervention, offering advice and consultation on clients’ psychological care to the wider paediatric teams, and working autonomously within professional practice guidelines and the overall framework of the Noah’s Ark Children’s Hospital psychology team’s policies and procedures.   
• Work with patients and families from across the multiple catchment areas of the Noah’s Ark Children’s Hospital for Wales   
• Utilise research and development skills for audit, policy, service development and clinical research within the service area.   
• Contribute to and develop policy and treatment pathways for parents of children and young people treated at the Noah’s Ark Children’s Hospital for Wales.  
• Work effectively as a member of both the charity and child health psychology team, delivering supervision, and attending team meetings as required.

**KEY RESULT AREAS**

**Clinical**  
 1. To provide counselling assessment and intervention to children, young people and their families accessing the Noah’s Ark Children’s Hospital for Wales based on the appropriate use, interpretation and integration of complex data from a variety of sources including clinical semi-structured interviews, self-report measures, and others involved in the client’s care as necessary.   
2. To collaboratively formulate and implement plans for the psychological management of a patients’ presenting difficulties within the context of their training and therapeutic modality.   
3. To be responsible for implementing psychotherapeutic intervention for individuals and psychoeducational interventions for groups, adjusting and refining psychological formulations drawing upon their core model of training, and maintaining a number of provisional hypotheses.   
4. To exercise autonomous professional responsibility for the assessment, treatment, ongoing support and discharge from psychological care of clients whose challenges and problems are managed by psychologically based standard care plans.   
5. To contribute directly and indirectly to a psychologically based framework of understanding and care to the benefit of all clients of the service, across all agencies serving the client group.   
6. To undertake risk assessment and risk management for individual clients and to provide advice to other professions on psychological aspects of risk assessment and risk management.   
7. To communicate in a respectful, considered and sensitive manner, information concerning the assessment, formulation and treatment plans of clients under their care and to monitor progress during the course of both uni- and multi-disciplinary care.   
8. To have a strong ability to communicate at both a written and oral level, imparting complex, highly technical and clinically sensitive information to patients, their families. This may require negotiating, motivating, training, reassuring others and demonstrating empathy.   
9. To maintain a high degree of professionalism in the face of highly emotive and distressing problems.

**Teaching, training, and supervision**   
1. To receive regular clinical professional supervision from senior psychological therapist and, where appropriate, other senior professional colleagues.   
2. To provide advice, consultation and training to staff working with the client group across a range of agencies and settings as appropriate to their grade and professional expertise.  
3. To provide clinical supervision to members of the Noah’s Ark Charity team who come in regular contact with patient families through their work   
  
  
**Research and service evaluation**   
Contribute to the development, and evaluation of the Noah’s Ark Charity counselling programme by collecting relevant outcome measures and contributing to a test of change process  
To utilise theory, evidence-based literature and research to support evidence based practice in individual and group work, and work with other team members.

**General**   
1. To contribute to the development and maintenance of the highest professional standards of practice, through active participation in internal and external CPD training and development programmes, in consultation with the post holder’s professional and service managers.   
2. To uphold the reputation of the charity and act as an advocate and representative of the organisation.   
3. To contribute to the development and articulation of best practice in psychology across the service, by continuing to develop the skills of a reflexive and reflective scientist practitioner, taking part in regular professional supervision and appraisal and maintaining an active engagement with current developments in the field of clinical psychology, weight management and related disciplines. 4. To maintain the highest standards of clinical record keeping including electronic data entry and recording, report writing and the responsible exercise of professional self governance in accordance with professional codes of practice of the British Psychological Society and Trust policies and procedures. 4. To maintain up to date knowledge of legislation, national and local policies and issues in relation to weight management, lifestyle behaviour change, and mental health.

**Performance Reviews/Performance Obligation**

The post holder will be expected to participate in the individual performance review process including Values Based Appraisals, and as part of this process to jointly (with the charity and child health psychology) agree an annual personal development plan with clear objectives and identified organisational support.

**Competence**At no time should the post holder work outside their defined level of competence. If the post holder has concerns regarding this, they should immediately discuss them with their manager. All staff have a responsibility to inform those supervising their duties if they are not competent to perform a duty.

**Confidentiality:** In line with the Data Protection legislation and the Caldicott Principles of Confidentiality, the post holder will be expected to maintain confidentiality in relation to personal and patient information including clinical and non-clinical records. This legal duty of confidentiality continues to apply after an employee has left the UHB.   The post holder may access information only on a need-to-know basis in the direct discharge of duties and divulge information only in the proper course of duties.

**Health & Safety:** The post holder is required to co-operate with the UHB to ensure health and safety duties and requirements are complied with. It is the post holder’s personal responsibility to conform to procedures, rules and codes of practice; and to use properly and conscientiously all safety equipment, devices, protective clothing and equipment which is fitted or made available, and to attend training courses as required. All staff should request support in times of need and advice.

**Risk Management**The UHB is committed to protecting its staff, patients, assets and reputation through an effective risk management process. The post holder will be required to comply with the UHB Health and Safety Policy and actively participate in this process, having responsibility for managing risks and reporting exceptions.

**Safeguarding Children and Adults**:   
The charity and UHB is committed to safeguarding children and adults therefore all staff must attend all relevant mandatory training and particularly the UHB Safeguarding Children and Adults training and be familiar with the charity’s own safeguarding policy.

**Infection Control** The UHB is committed to meet its obligations to minimise infection. All staff are responsible for protecting and safeguarding patients, service users, visitors, and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of and complying with the UHB Infection, Prevention and Control procedures/policies, not to tolerate non-compliance by colleagues, and to attend training in infection control provided by the UHB.

**Registered Health Professionals** Allemployees who are required to register with a professional body to enable them to practice within their profession are required to comply with their code of conduct and requirements of their professional registration.

**Healthcare Support Workers**The All Wales Health Care Support Worker (HCSW) Code of Conduct outlines the standards of conduct, behaviour and attitude required of all Healthcare Support Workers employed in NHS Wales. Healthcare Support are responsible, and have a duty of care, to ensure their conduct does not fall below the standards detailed in the Code and that no act or omission on their part harms the safety and wellbeing of service users and the public, whilst in their care.

**Health Improvement**All staff have a responsibility to promote health and act as an advocate for health promotion and prevention.

**No Smoking**To give all patients, visitors, and staff the best chance to be healthy, all UHB sites including buildings and grounds are smoke-free. Staff are encouraged to promote and actively support our No Smoking Policy. Advice and support on quitting smoking is available for all staff and patients. A hospital-based service can be accessed by telephoning 02920 743582 or for a community-based service, Stop Smoking Wales can be contacted on 0800 0852219.

**Equality and Diversity:**All staff have a personal responsibility under the Equality Act 2010 to ensure they do not discriminate, harass, or bully or contribute to the discrimination, harassment or bullying of any colleague(s) or visitors or condone discrimination or bullying because of someone’s ’protected characteristics’. These protected characteristics are:  age, religion, sexual orientation, belief or non-belief, sex, disability, race, gender identity, pregnancy and maternity, marriage and civil partnerships. The line manager and post holder will be responsible for promoting diversity and equity of opportunity across all areas of your work. This applies to service delivery as an employee and for anyone who you may be working with, whether they are patients, family/carer, visitors or colleague. You will be made aware of your responsibilities to uphold organisational policies and principles on the promotion of equality valuing diversity and respecting people’s human rights as part of your everyday practice.

**Dignity at Work**The UHB condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect. All staff are requested to report and form of bullying and harassment to their Line Manager or to any Director of the organisation. Any inappropriate behaviour inside the workplace will not be tolerated and will be treated as a serious matter under the UHB Disciplinary Policy.

**Job description**  
The role description is a general outline of duties and responsibilities and may be amended as the organisation develops. The post holder may be required to undertake other duties as may be reasonably required from time to time.

**PERSONAL SPECIFICATIONS**

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|  | **ESSENTIAL** | **DESIRABLE** | **METHOD OF**  **ASSESSMENT** |
| **TRAINING & QUALIFICATIONS** | * Post-Graduate Diploma (Integrative Counselling, CBT, Counselling or equivalent). * BACP, UKCP, BABCP registered (or equivalent). * Evidence of continuing professional development. | Master’s degree in Integrative Counselling, CBT, Counselling or equivalent.  Further post-graduate training in condition specific interventions (e.g., IPT, EMDR, TF-CBT, Self-Esteem). | Application Form  Certificate Check  Accreditation or Registration Certificate / Card |
| **EXPERIENCE** | Has a minimum of 450 supervised client hours working with clients with a range of mild to moderate mental health difficulties.  Experience of working with brief, focused counselling interventions and/or evidence based psychological therapy interventions under appropriate supervision.  To have experience of  undertaking mental health  assessment. | To demonstrate awareness / have experience of working in a managed psychological therapy or Counselling service within the NHS, private, or voluntary sector.  To have experience of collecting audit data relevant to counselling/psychological therapy.  Experience of working as a  counsellor in a public sector  managed counselling service/in  primary care preferably as a  counsellor in general practice  using brief evidence based  structured counselling. | Application Form  Interview  References |
| **SKILLS & COMPETENCIES** | **Communication and relationship skills**  Ability to provide and receive highly complex or contentious information which requires motivational, negotiating, empathetic, or reassurance skills and information may be hostile, antagonistic or highly emotive.  Is able to communicate information on formulation, risk, and treatment to other health professionals.  Is able to elicit highly sensitive information relating to behaviour or state of mind, sometimes through interpreters or advocates, where there is a need for reassurance, empathy and to gain agreement from the patient to a therapeutic regime.  Has ability to communicate sensitive information where patients may be hostile/at risk to self/public.  **Analytical and judgement skills**  Possesses analytical and judgement skills which involve complex situations and that require analysis, interpretation and comparison of a range of options.  **Planning and organisational skills**  Ability to plan and organise complex activities which may require formulation and adjustment of plans. | To have training in solution focused or brief models of Counselling. | Application Form    Interview  References |
| **SPECIAL**  **KNOWLEDGE** | Model of counselling/ therapy and theory that underpins counselling and evidence based psychological therapies under supervision.  Application of BACP standards.  To be able to contribute to audit and evaluation.  To be able to use a computer and software systems as required. | To have experience in completing and submitting audit and evaluation documents. | Application Form  Interview    References |
| **PERSONAL QUALITIES** *(Demonstrable)* | To be a team player.  Enthusiastic and motivated.  Good communication and interpersonal skills.  Reliable.  Able to be flexible. |  | Application Form  Interview    References |
| **OTHER**  (*Please Specify*) | Ability to travel between sites in a timely manner to meet the requirements of the post. | Ability to speak Welsh / other non-English languages, and a willingness to use this ability, where relevant, in the work context. | Application Form    Interview  References    Document Check |