

PILGRIMS HOSPICES – JOB DESCRIPTION

Senior Counsellor

MAIN PURPOSE AND SCOPE OF THE JOB:

The Senior Counsellor will be experienced and able to offer skilled therapeutic counselling to hospice patients and their families, both pre and post bereavement. The role may include individual, couple, family or group sessions, dependant on need within the service and the individuals specialism/training. The Senior Counsellor will work closely with the Lead Counsellor to deliver a safe, effective, and responsive counselling service. They will be required to take on additional responsibilities within the team dependant on skill and experience, for example being a site senior or supervisor, and contributing to education and training of the counselling and wider multi-disciplinary teams. The role will also include triage, assessment and mentoring CIT's (counsellors in training) and volunteers and working as part of the wider Hospice MDT.

POSITION IN ORGANISATION

Reports to: Lead Counsellor

DUTIES AND KEY RESPONSIBILITIES

A Psychosocial Support

- Offer appropriate therapeutic counselling sessions to hospice patients and their families, pre and post bereavement.
- Receive, triage, assess and allocate referrals to Volunteer Counsellors and Counsellors-in-Training.
- Provide professional support, guidance, and supervision (where appropriate) to Counsellors, Volunteer Counsellors, and Counsellors-in-Training.
- Maintain accurate, timely, and confidential clinical and case records for all clients.
- Fulfil the additional duties or requirements of a Senior role within the team as agreed with the Lead Counsellor.
- Plan, coordinate, and facilitate therapeutic programmes and group interventions if required.

B Multi-Disciplinary Working

- Work collaboratively with members of the multidisciplinary team (MDT), particularly the wider Psychosocial Team.
- Liaise with external professionals and agencies as required, including GPs, District Nurses, Mental Health Services, and Children's Services.
- Offer advice, consultation, and support to MDT colleagues in the assessment and management of psychological and emotional needs.
- Attend and actively contribute to MDT meetings for both inpatient and community-based patients.
- Maintain confidentiality while ensuring appropriate information sharing in line with professional and organisational guidelines.
- Contribute to the design, delivery, and evaluation of education and training initiatives for staff, volunteers and students.
- Participate in the ongoing evaluation, development, and improvement of counselling and wider psychosocial services.
- Support the emotional wellbeing of MDT colleagues as appropriate.
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- Represent the counselling service and jointly facilitate therapeutic groups with colleagues as required.
- Maintain links with relevant external organisations and professional networks, cascading relevant information to the counselling team and MDT.

C Professional Practice & Development

- Maintain Continuing Professional Development (CPD) and clinical supervision in line with BACP (or equivalent) professional requirements.
- Supervision arrangements to be agreed with the Lead Counsellor (Approved supervision will be funded by the Hospice and undertaken within working hours wherever possible).
- Engage in regular one-to-one meetings and annual Performance Development Reviews (PDRs) with the Lead Counsellor as required.

GENERAL RESPONSIBILITIES

Corporate Governance –

The post holder must, at all times, act honestly and openly and comply with relevant corporate governance requirements, employment legislation and standards of business conduct. Post holders are expected to be familiar with and comply with all policies and procedures published by Pilgrims Hospices in East Kent.

Health and Safety –

Under the Health & Safety at Work Act (1974), it is the responsibility of the post holder at every level to take care of his/her own health and safety and that of others who may be affected by his/her acts at work.

Data Protection –

Ensure that all data is processed in a fair and lawful way for the specific identified purpose, in line with the General Data Protection Regulations (GDPR), national data protection legislation and Pilgrims Hospices' Data Protection Policy. Data must not be disclosed in any manner which is incompatible with the purpose and to any unauthorised persons or organisations.

Flexibility –

The post holder is expected to work flexibly to be able to meet the challenges and opportunities of working within Pilgrims Hospices in East Kent.

This Job Description is not exhaustive. This job description is a reflection of the current position and the post holder is expected to view it as a guide rather than an exact description of all duties and responsibilities. It may be subject to variation from time to time. The post holder will be required to undertake any other duties that may be required by the Line Manager, commensurate with the level of the post.

Date Written: November 2022
Updated: February 2026

PILGRIMS HOSPICES – PERSON SPECIFICATION

Senior Counsellor

This person specification sets out the essential, minimum qualities we are seeking for this post. Please ensure that your application demonstrates how you meet the criteria. You may include voluntary, unpaid and paid work.

	CRITERIA	Criteria Tested At		
		Application	Interview	Essential
EXPERIENCE	<ul style="list-style-type: none"> • Experience of 5+ years counselling in a variety of settings. • Experience of group work • Experience of counselling clients with complex or life limiting illness • Experience of bereavement counselling • Experience of working with bereaved children • Experience of multidisciplinary team working 	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>
SKILLS/ ABILITIES	<ul style="list-style-type: none"> • Experience of utilising a range of counselling and therapeutic approaches. • Experience of providing counselling supervision • Experience of providing education & training 	<p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p>
KNOWLEDGE	<ul style="list-style-type: none"> • An understanding of hospice and palliative care philosophy 	<p>✓</p>	<p>✓</p>	<p>✓</p>
QUALIFICATION/ TRAINING	<ul style="list-style-type: none"> • Level 4 Diploma in Counselling, or equivalent • BACP or equivalent registration and adherence to the Ethical Framework for Good Practice 	<p>✓</p> <p>✓</p>		<p>✓</p> <p>✓</p>
OTHER REQUIREMENTS	<ul style="list-style-type: none"> • Access to a car and a clean driving licence 	<p>✓</p>	<p>✓</p>	<p>✓</p>