

PENINSULA HOSPICE SERVICE

PALLIATIVE CARE COUNSELLOR/CASEWORKER Position Description

General Information

Peninsula Hospice Service is a not-for-profit organisation that provides expert health care and practical support to people living at home with a terminal illness, as well as to their families and carers. PHS supports residents living within the Mornington Peninsula Shire, City of Frankston and parts of the City of Kingston.

Core Values We are: Respectful, Compassionate, Inclusive, Supportive Responsive

Statement of Purpose Drawing on these values PHS provides specialist community palliative care

Reports to: Clinical Services Manager or Delegate

Award: Aligns with Social & Community Services (SACS) Award

Classification: Social Worker Class III

Hours: As per contract

Performance Appraisal: Initial appraisal at 3 months, then annually.

A condition of employment with Peninsula Hospice Service is that all staff have satisfactory police and working with children check

KEY SELECTION CRITERIA

Mandatory

- Tertiary qualifications in Psychology, Counselling, Social Work or Pastoral Care (minimum of two units of Clinical Pastoral Education)
- Eligibility for membership or registration to relevant Professional Association
- Demonstrated ability to work with issues associated with dying, death and bereavement
- Demonstrated ability to facilitate group work with clients
- Demonstrated ability to work as a member of a multi-disciplinary team
- Well developed interpersonal and written communication skills
- Ability to work independently with minimal supervision
- Current Victorian Driver's licence

Desirable

- Community palliative care experience
- Knowledge and experience with grief and loss issues
- High level of organisation and time management skills
- Experience and skill in group facilitation
- Well developed computer skills

Position Objective

To provide direct care to clients and their caregivers along the palliative care trajectory and bereavement. This includes psychosocial/spiritual assessment, on-going care planning, counselling and liaison with other services both within PHS and the community.

To work effectively as a member of an interdisciplinary team, actively participate in organisational committees and the wider community.

Key Responsibilities	<ol style="list-style-type: none"> 1. To conduct psycho-social and spiritual assessment, planning and evaluation. 2. Provide counseling which includes bereavement interventions to meet the needs of clients and their Carers/families. 3. Provide spiritual support to meet the needs of clients and their carers/families. 4. To facilitate client groups and client advocacy. 5. Provides timely and relevant support to other members of the team. 6. Utilises culturally appropriate intervention strategies for culturally and Linguistically Diverse clients (CALD). 7. Demonstrates effective and efficient management of own workload to include indirect activities.
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Key Responsibility 1	To conduct psycho-social and spiritual assessment, planning and evaluation.
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- Prioritises new referrals for assessment within accepted timeframe.
- Assesses individual mental functioning, emotional status, loss history, social supports, coping styles, strengths and challenges, financial and legal concerns and spiritual needs.
- Assess group and family functioning.
- Assist clients in setting goals, plans and evaluates interventions.
- Provides client and carer/family education as appropriate.
- Participates in discharge planning to ensure the provision of timely and appropriate services.
- Participates and contributes to the interdisciplinary client care meetings.

Key Responsibility 2	Provides counseling which includes bereavement interventions to meet the needs of clients and their Carers/families.
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- Establishes rapport with clients and families.
- Demonstrates counseling skills.
- Provides opportunities to explore issues and emotions, and to increase self-awareness.
- Normalises grief processes and individual differences.
- Invites spiritual exploration and supports what is sacred.
- Facilitates problem solving and development of coping strategies.
- Demonstrates ability to facilitate Family Focused Therapy.

Key Responsibility 3	Provides Spiritual support to meet the needs of clients and their carers/families.
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- Demonstrates ability to identify spiritual needs and provide appropriate spiritual support or referral to specialist worker.
- Provides or refers clients for culturally appropriate religious support, ritual and worship.
- Accepts responsibility to participate in the Ceremony of Remembrance within the boundaries of training and belief systems

Key	To facilitate client groups and client advocacy.
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Responsibility 4

- Demonstrates group facilitation skills.
- Facilitates family meetings.
- Participates in the development and implementation of groups.
- Evaluates the effectiveness of group programs.
- Demonstrates ability to mediate conflict resolution.
- Arranges practical support for clients and carers/families or referral for practical support.

Key Responsibility 5

Provides timely and relevant support to other members of the team.

- Demonstrates ability to respond to other team members including RDNS needs for collegial emotional support, and feedback on an informal basis.
- Provides support and encouragement of self-care practices within team.
- Demonstrates ability to refer colleagues for support if their needs are beyond collegiate.
- Establishes relationships with RDNS nurses that facilitate their inclusion as integral members of PHS team

Key Responsibility 6

Utilises culturally appropriate intervention strategies for Culturally and Linguistically Diverse clients (CALD).

- Demonstrates a positive regard for diverse cultures.
- Responds to others in a non-judgmental and non-evaluating manner.
- Demonstrates awareness of the relationship between culture and health beliefs and the relationship between culture and health seeking behavior.
- Develops effective communication and relationships with other ethno-specific providers and community groups.
- Demonstrates knowledge of culturally appropriate resources and how to access them, including use of interpreting services.

Key Responsibility 7

Demonstrates effective and efficient management of own workload to include indirect activities.

- Maintains current client records and meets statistical reporting requirements.
- Recognises opportunities for the development of research and quality initiatives including new service programs.
- Actively participates in supporting internal and external committees.
- Contributes to the regular revision of written resource material for client use.
- Accepts responsibility for the supervision of tertiary students as delegated
- Reviews own work performance, identify learning needs and accesses opportunities for development.

All staff are expected to:

- Demonstrate an understanding of Peninsula Hospice Service's Policies and Procedures including those relating to quality management.
- Participate in PHS Quality Improvement Activities including ACHS EQUiP.
- Maintain a professional appearance as required by Peninsula Hospice Service's Policy.
- Ensure familiarity and compliance with Occupational Health and Safety requirements and regulations.
- Undertake other projects and duties as directed by the Clinical Services Manager or Executive Officer.

..... **Date**.....
Employee

..... **Date**.....
Chief Executive Officer