

**STAFF COUNSELOR
CENTER FOR COMPASSIONATE CARE**



The Elizabeth Hospice

JOB TITLE: Staff Counselor, Center for Compassionate Care	GRADE: 18	FLSA CODE: Exempt
REPORTS TO: Counseling Supervisor		APPROVED: LS/AG

SUMMARY: Counsels high-risk, and/or high-profile clientele, -both children and adults. Maintains a regular caseload of Hospice and Community clients . With direction from supervisor, assists in any additional training, orienting and mentoring of Trainees to ensure effectiveness in facilitating groups and managing individual counseling sessions. Assists in development of topic specific curriculum for department. Works collaboratively with department management, other staff and Trainees in program evaluation, implementation and improvement. This position provides counseling in bereavement/loss and grief as well as counseling those adjusting to serious illness. Works closely with Bereavement Coordinator for client assignments. Position may be part time or full time.

JOB DUTIES/KNOWLEDGE/JOB PERFORMANCE:

1. * Under supervision of counseling supervisor, conducts individual, family and/or group counseling to a diverse range of clients, including those identified as high-risk, high-profile or TEH staff and their families.
2. * Act as a liaison between TEH and the community school representative (i.e.: School Nurse, Counselor or Vice Principal) to ensure that positive relationships and clear channels of communication are maintained.
3. Work closely with Counseling Supervisor to ensure that counseling services are adequate and effective.
4. * Shadow (observe) new trainees at least once during an individual or family session, and once during group facilitation within the first two months of their practicum placement.
- 5., * Demonstrate, observe and train the new intern on how to effectively make outreach calls to newly bereaved and assess for level of risk..
6. * Participate in portions of the departmental training of new trainees as requested, assisting them with orientation to agency procedures, paperwork guidelines, organization, etc.
7. Works with Bereavement Coordinator and Counseling Supervisor to plan, monitor and assess effectiveness in utilization of agency resources and meeting client needs in bereavement and other counseling areas directed towards children and adults.
8. Participates in departmental meetings and assists in any additional department and agency wide events or functions as needed.
9. Demonstrates flexibility in assisting with departmental needs.
10. * Participates in standardized process of planning, implementation and evaluation of counseling services, including compliance activities.
11. Timely adherence to State and Federal regulations regarding COP documentation standards for Hospice compliance.

* Indicates Americans with Disabilities Act essential function

Initials _____

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MISSION/AGENCY STANDARDS: Demonstrates organizational awareness and commitment.

1. Understands and appropriately applies the chain of command in relation to job position and supervision.
2. Knows and understands the agency mission and scope of Elizabeth Hospice and CCC services and programs in relation to own job description.

Observes confidentiality policy at all times.

1. Protects and honors patient and coworker confidentiality.
2. Respects patients and coworkers right to privacy.

Observes attendance and attire policies.

1. * Meets attendance and punctuality expectations.
2. Demonstrates cooperation with scheduling requests to meet agency and/or department needs.
3. Consistently adheres to agency and/or department dress code whether in office or community settings.

Complies with all other policies, procedures and requests.

1. Recommends and/or supports changes to policies and procedures.
2. Demonstrates knowledge of policies and procedures applicable to own job description.
3. Adheres to policies, standards and procedures. Honors requests of management for interim rules.

Conserves agency resources.

1. Maintains agency property, supplies and equipment in a manner that demonstrates ownership and accountability.
2. Maintains the work area to reduce the likelihood of safety hazards and to enhance its general appearance.

COMMUNICATION SKILLS: Demonstrates interpersonal understanding and utilizes effective communication skills.

1. Considers and demonstrates awareness of effects of words and actions on others.
2. Utilizes listening skills that indicate understanding and promotes accurate interpretation of others' concerns, motivations and feelings.
3. Recognizes the influence of beliefs and cultures on behaviors and accepts strengths and limitations in others.
4. Works toward positive resolution of interpersonal conflicts as they arise.
5. Recognizes when others are in need of information, assistance or direction and consistently offers and provides help.
6. Demonstrates professional respect and dignity in verbal, written and behavioral communication- clients, staff, others
7. Attends and participates positively in meetings, workgroups and projects
8. Regularly reads and appropriately applies information to practice.
9. Uses words that express respect, patience and understanding in interactions with others.
10. Acknowledges others verbally and nonverbally (eye contact, expression, tone of voice) promptly and courteously.
11. All matters of controversy are referred to responsible supervisor for further evaluation.
12. Timely response to communication- email, voice mail, and calls

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Exhibits behaviors of cooperation.

1. Develops cooperation and collaborative work efforts that generally benefit all involved parties.
2. Demonstrates the initiative and responsiveness to meet the needs of the agency and/or department by assisting coworkers when workload permits.

PERSONAL/PROFESSIONAL DEVELOPMENT: Continuing education and personal/professional development responsibilities.

1. Maintains personal health status requirements in relation to job description.
2. Maintains professional licensure/certification, as applicable.
3. Maintains current personnel file information and provides information to agency in timely manner.
4. Sets own development challenges and volunteers to learn.
5. Adheres to agency infection control and safety policies, including education, reporting, and practice implementation specific to job position.
6. Attends agency provided in-services programs to fulfill requirements of position or agency policies.
7. Assumes responsibility and provides leadership for maintaining up-to-date procedures, equipment, continuing education and level of service provided.
8. Participates in agency projects, workgroups and studies.

Exhibits adaptability, flexibility, self-control and maturity in work and behavior.

1. Maintains stable performance and emotions when faced with opposition, pressure and/or stressful conditions.
2. Develops work relationships that honor and respect others' strengths and abilities.
3. Must be able to relate to other people beyond giving and receiving instructions: (a) can get along with co-workers or peers without exhibiting behavioral extremes; (b) perform work activities requiring negotiating, instructing, persuading or speaking with others; and (c) respond appropriately to constructive feedback from supervisor.

QUALIFICATIONS:

Required: MA in counseling or social work; two (2) years experience in counseling; excellent communication skills.

Preferred: Spanish language skills; MSW or MFT; Three (3) to five (5) years counseling experience; Hospice experience.

DEGREE OF TRAVEL: Moderate; travel in relation to counseling appointments, special events, and support groups. Attendance at various seminars and workshops may be required from time to time.

DEGREE OF DISRUPTION TO ROUTINE, OVERTIME: Moderate degree of disruption to routine. Regular work hours required relative to agency and/or department need.

SAFETY HAZARDS IN JOB:

May be exposed to varying and unpredictable situations

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DISCLAIMER:

The Elizabeth Hospice reserves the right to assign or reassign duties and responsibilities to this job at any time.

I have read, understand, and received a copy of my job description. I agree to accept the position as described with the understanding that authorized changes may occur periodically.

Employee **Date**

I have provided a copy and discussed the above job description with the stated employee.

Supervisor **Date**

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Position Title: **Bereavement Counselor**

Physical Demands	NEVER	OCCASIONALLY	FREQUENTLY	CONTINUALLY
Sit			X	
Stand			X	
Walk			X	
Bend/stoop			X	
Squat		X		
Climb		X		
Kneel		X		
Reach Above Shoulder Level		X		
Life, Carry, Push, Pull:		X		
Maximum 10 lbs		X		
Maximum 20 lbs.		X		
Maximum 50 lbs.	X	X		
Over 50 lbs.	X			
Must be able to:				
See				X
Hear				X
Speak				X
Use one (1) hand				X
Use both hands				X
Environmental Conditions				
Involves Being:				
Inside			X	
Outside		X		
Exposed to temperatures of				
32° F and less	X			
100° F and more	X			
Wet and humid conditions		X		
Noise, vibration		X		
Fumes, dust		X		
Hazards Exposure				
Infectious wastes		X		
Toxic chemicals		X		

Occasionally = 1% to 33% of the time
100% of the time

Frequently = 34% to 66% of the time

Continually = 67% to