

POSITION DESCRIPTION

Position title: Counsellor

Business area: Encompass Health

FTE: As per Conditions of Employment

Reports to: Consultant Clinical Psychologist

Approved by: Business Manager

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| Our Vision | Leading cancer care in Aotearoa – we bring inspiration and innovation together to positively impact the lives of New Zealanders. |
| Our Mission | To be the client's choice for world class cancer care delivered by people with passion. |
| Our Values | <p>Excellence We deliver outstanding care to our clients with a focus on continuous improvement.</p> <p>Resilience We are flexible and responsive to the needs of our clients and our people.</p> <p>Collaboration We work in partnership with our clients, their whānau, and our staff.</p> <p>Integrity We act with authenticity and to the highest standard of performance and conduct.</p> |

POSITION OBJECTIVE

- 🔗 To provide counselling for patients and their families as required.
- 🔗 To assist the Clinical Psychologist with service development projects.

FUNCTIONAL RELATIONSHIPS

| Internal | External |
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| <ul style="list-style-type: none"> 🔗 Encompass Health team 🔗 Information Technology colleagues 🔗 St George's Cancer Care Centre colleagues 🔗 St George's Hospital colleagues 🔗 Cancer Society staff | <ul style="list-style-type: none"> 🔗 Clients and whānau 🔗 Referrers 🔗 Community organisations 🔗 Oncology related organisations and not for profits |

KEY AREAS OF ACCOUNTABILITY

| Area of Accountability | Expected Results |
|--|---|
| Professional Practice To ensure a safe clinical environment for patients, staff, and visitors | <ul style="list-style-type: none"> ✦ Provides counselling care in accordance with professional boundaries and guidelines. ✦ Takes responsibility for maintaining skills, knowledge, and competencies as per hospital policies and procedures. ✦ Provides, facilitates, advocates, and evaluates care that is evidence-based and is responsive to patient needs. ✦ Maintains clear and accurate records ensuring compliance with the documentation requirements of the organisation. ✦ Ensures appropriate communication of patient health assessment information. ✦ Respects privacy, confidentiality of patients, staff, and consultants. ✦ Uses Information Technology as required with relevant training (Microsoft Word, Microsoft Outlook, and the relevant Patient Management Systems such as Mindbody). ✦ Establishes and maintains a therapeutic relationship with patients / family / whanau / caregivers and relevant others. ✦ Encourages patient autonomy, self-determination, and management. ✦ Contribute to research activities within the department pertaining to Psycho-oncology. ✦ Foster an evidence-based approach to the practice of psychological medicine within Encompass Health. |
| Leadership, Interpersonal Relationships/Teamwork To ensure effective teamwork and contribute to the achievement of Encompass Health vision and strategic plan. To communicate effectively with patients, colleagues, other health professionals and the public. | <ul style="list-style-type: none"> ✦ Develops and sustains positive internal and external relationships, through communication and consultation. ✦ Ensures an environment that fosters communication and teamwork and collegial support to all Encompass Health staff and the broader community. ✦ Appreciates and respects the contribution of others within the team. ✦ Contributes positively to the goals of the team and the organisation. ✦ Promotes a culture of professional development by engaging with staff and initiating strategies to promote professional growth whilst recognising individual abilities and organisational needs. ✦ Communicates honestly and openly with team members. ✦ Mentors, coaches, acknowledges, empowers, and challenges staff. ✦ Respects and supports staff when they make ethical decisions. ✦ Ensures all communication reflects: <ul style="list-style-type: none"> • an ability to support and guide people experiencing loss or grief or increasing dependence. ✦ Interprets and adheres to lines of authority and uses proper channels of communication. ✦ Accepts and effects constructive change and/or criticism. ✦ Empathises with others. |



| Area of Accountability | Expected Results |
|--|--|
| Professional Development To maintain a high level of professional development | <ul style="list-style-type: none"> ✦ Maintains and enhances current knowledge and skill base. ✦ Participates in an annual performance appraisal and the setting of performance objectives. ✦ Undertakes responsibility for meeting all the mandatory requirements of the Professional body and the Organisation. ✦ Fosters an environment conducive to learning, enquiry and research. |
| Inter-professional Healthcare and Quality Improvement To maintain a high level of quality improvement | <ul style="list-style-type: none"> ✦ Actively participates in quality assurance programmes and audits, to monitor and improve standards of care, completing requested documentation and audit activities within specified timeframes. ✦ Participates in the maintenance of the ACC Workplace Safety Management standards, Ministry of Health Certification, QHNS Accreditation and BFHI certification. ✦ Participates in the development and review of written standards. ✦ Communicates modifications to procedures and policies as they occur. |
| Organisational Culture To support a strong and positive image of Encompass Health within the community and with key internal and external stakeholders | <ul style="list-style-type: none"> ✦ Promotes harmonious working relationships within the department and with departmental "Users". ✦ Understands and promotes the concept of internal and external customers (e.g. clients, colleagues and clinicians) and the need for a "customer focus". ✦ Assists in facilitating positive inter-departmental relationships. ✦ Maintains confidentiality in respect to St George's operations, business, employees, clients and clients. ✦ Adheres to St George's policies and procedures. |
| Cultural understanding and commitment to Te Tiriti o Waitangi | <ul style="list-style-type: none"> ✦ Demonstrates an understanding of and commitment to our responsibilities of Te Tiriti o Waitangi. ✦ Respects diversity of cultural, this may include age, gender, sexuality, ethnicity, culture, disability, or beliefs. |
| Health & Safety To ensure a safe working environment | <ul style="list-style-type: none"> ✦ Complies with and supports all health and safety policies, guidelines, and initiatives. ✦ Ensures all incidents, injuries and near misses are reported reviewed and evaluated |
| Organisational effectiveness To contribute to the cost effectiveness and changing needs of the business | <ul style="list-style-type: none"> ✦ Sets appropriate priorities for workload. ✦ Looks for ways and means to actively and effectively promote cost effectiveness. ✦ Accurately completes cost accounting documents as appropriate. |
| Other duties To undertake other duties from time to time as requested by the practice manager | <ul style="list-style-type: none"> ✦ Performs such duties in a timely, accurate manner and in accordance with St George's Hospital/ Encompass Health policies and procedures. |

QUALIFICATIONS, EXPERIENCE AND PERSONAL QUALITIES

| | Essential | Desirable |
|-----------------------------------|---|--|
| Qualifications | <ul style="list-style-type: none"> New Zealand Counselling Qualification | |
| Experience & Knowledge | | <ul style="list-style-type: none"> Experience in cancer care. |
| Personal Attributes | <ul style="list-style-type: none"> Shows respect for people. Uses initiative. Is proactive and innovative. Is an effective communicator. Is genuinely caring and friendly. | |