

## POSITION DESCRIPTION

**Position title:** Counsellor

**Business area:** Encompass Health

**FTE:** As per Conditions of Employment

**Reports to:** Medical Oncology/Haematology Manager

**Approved by:** Medical Oncology/Haematology Manager

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

## FUNCTIONAL RELATIONSHIPS

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

## KEY AREAS OF ACCOUNTABILITY

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



Area of Accountability	Expected Results
	<ul style="list-style-type: none"> <li>• Accepts and effects constructive change and/or criticism.</li> <li>• Empathises with others.</li> </ul>
<b>Professional Development</b> To maintain a high level of professional development	<ul style="list-style-type: none"> <li>• Maintains and enhances current knowledge and skill base.</li> <li>• Participates in an annual performance appraisal and the setting of performance objectives.</li> <li>• Undertakes responsibility for meeting all the mandatory requirements of the Professional body and the Organisation.</li> <li>• Fosters an environment conducive to learning, enquiry and research.</li> </ul>
<b>Inter-professional Healthcare and Quality Improvement</b> To maintain a high level of quality improvement	<ul style="list-style-type: none"> <li>• Actively participates in quality assurance programmes and audits, to monitor and improve standards of care, completing requested documentation and audit activities within specified timeframes.</li> <li>• Participates in the maintenance of the ACC Workplace Safety Management standards, Ministry of Health Certification, QHNZ Accreditation and BFHI certification.</li> <li>• Participates in the development and review of written standards.</li> <li>• Communicates modifications to procedures and policies as they occur.</li> </ul>
<b>Organisational Culture</b> 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"> <li>• Promotes harmonious working relationships within the department and with departmental "Users".</li> <li>• Understands and promotes the concept of internal and external customers (e.g. clients, colleagues and clinicians) and the need for a "customer focus".</li> <li>• Assists in facilitating positive inter-departmental relationships.</li> <li>• Maintains confidentiality in respect to St George's operations, business, employees, clients and clients.</li> <li>• Adheres to St George's policies and procedures.</li> </ul>
<b>Te Tiriti o Waitangi</b>	<ul style="list-style-type: none"> <li>• Understands and has knowledge of Te Tiriti o Waitangi.</li> <li>• Collaborates with colleagues regarding the integration of Te Tiriti principles in practice.</li> <li>• Displays a willingness to work positively with organisational strategies to improve outcomes for Māori.</li> </ul>
<b>Cultural Safety</b>	<ul style="list-style-type: none"> <li>• Promotes an awareness of cultural differences amongst colleagues and patients (e.g. beliefs, gender, sexual orientation or disability) and the impact that beliefs and values have on practice</li> </ul>
<b>Health &amp; Safety</b> To ensure a safe working environment	<ul style="list-style-type: none"> <li>• Complies with and supports all health and safety policies, guidelines, and initiatives.</li> <li>• Ensures all incidents, injuries and near misses are reported reviewed and evaluated</li> </ul>
<b>Organisational effectiveness</b> To contributes to the cost effectiveness and changing needs of the business	<ul style="list-style-type: none"> <li>• Sets appropriate priorities for workload.</li> <li>• Looks for ways and means to actively and effectively promote cost effectiveness.</li> <li>• Accurately completes cost accounting documents as appropriate.</li> </ul>

Area of Accountability	Expected Results
<b>Other duties</b> To undertake other duties from time to time as required	<ul style="list-style-type: none"> <li>Performs such duties in a timely, accurate manner and in accordance with St George's Hospital/ Encompass Health policies and procedures.</li> </ul>

## QUALIFICATIONS, EXPERIENCE AND PERSONAL QUALITIES

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