

JOB DESCRIPTION

Job Details:	
Job Title:	Psychological Support Lead
Grade:	Band 7
Directorate:	Care Services Directorate
Department:	Family Support Team
Reporting to:	Deputy Director of Care Services
Responsible for:	Counsellors & Therapists in the Family Support Service working with adults and children, Spiritual Support lead, Bereavement Team, Creative Arts team, Compassionate Companions and Volunteer Counsellors in the Family Support Service working with adults and children
Location	Dorothy House Hospice, Winsley, Community & Outreach centres

Job Summary/ Main Purpose

- To provide interim management support to Family Support Team within the hospice for adults, children and young people
- To carry a caseload of patients and families with complex emotional/psychological needs.

Principal Duties and Responsibilities

Line Management

- To line manage Therapists and Counsellors working with adults and children including Bereavement services
- To provide line management to Spiritual Support Services lead
- To provide line management to Creative Arts Team
- To provide Line management to Compassionate Companions Service
- To ensure that psychological support volunteers are recruited, trained and managed in a robust and consistent way.
- To ensure that psychological support is provided safely and effectively, using procedures and systems which ensure that best practice is upheld

Direct practice

- To carry a caseload of patients and families with complex emotional/psychological needs facing death or bereavement.
- To oversee the allocation of work in collaboration with Family Support Team colleagues and to manage any waiting lists
- To work collaboratively with other colleagues across the multi-disciplinary team (MDT)
- To provide professional supervision as required to volunteers including bereavement support practitioners
- To build relationships with external agencies and refer clients on as needed.

- To receive regular professional supervision and training to ensure ongoing professional development.
- To keep professional and confidential notes as appropriate and record all contacts regularly.
- To comply with mandatory training requirements and to develop own practice

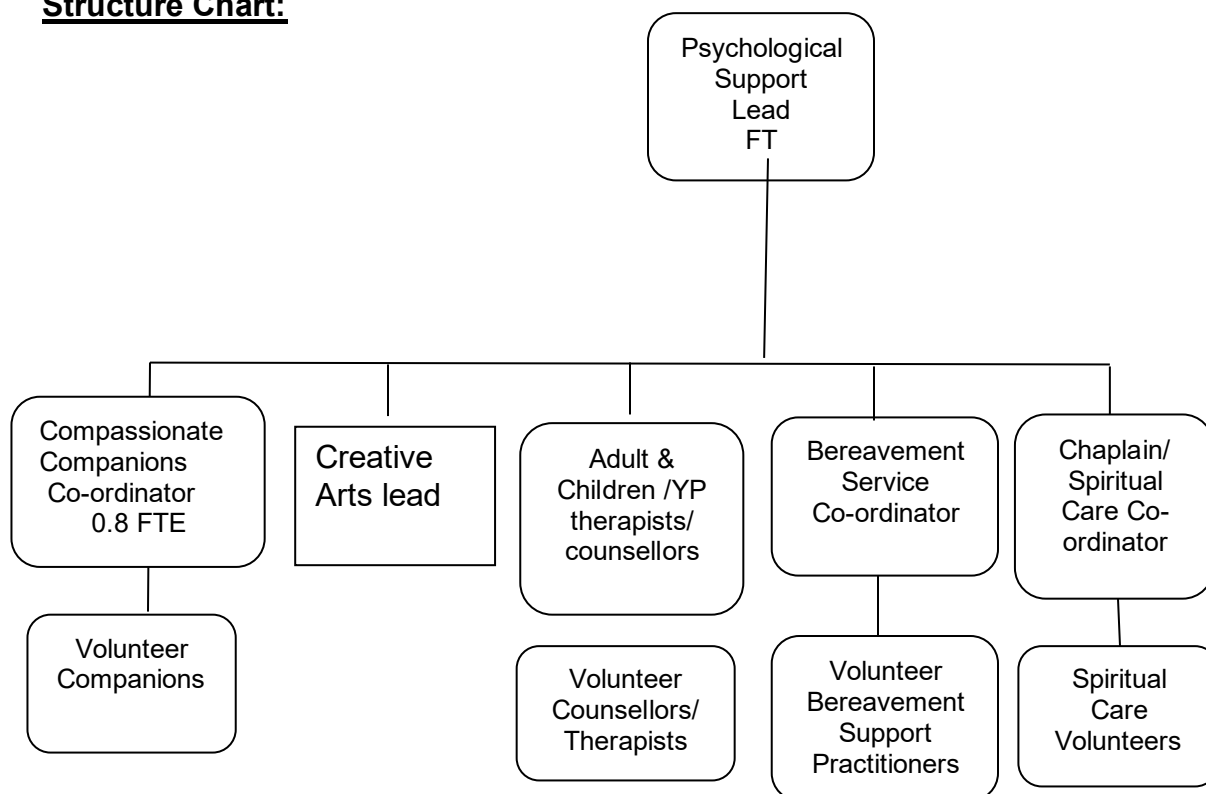
Organisational

- To support and advise colleagues across DHHC, providing specialist knowledge of the psychological & emotional needs of patients and their families
- To contribute to training, education and supervision across the organisation.
- To contribute to the keeping of appropriate statistics for audit purposes

Service Development

- To work closely with colleagues in the Family Support Service to develop a seamless service for adults, young people and children, both pre- and post-bereavement
- To develop support offered to couples and family groups
- To develop and expand the team of volunteer counsellors and therapists
- To work closely with the Family Support Services Manager to create partnerships both internally and externally.

Structure Chart:



Contacts:

- Patients, families, children and carers
- Paid staff and volunteers in the Family Support Service
- Multidisciplinary team members through meetings and joint working
- Monthly supervision to ensure good practice and contribute to personal and professional development.

- External health care professionals

Special Note

This job description does not form a part of the contract of employment but indicates how that contract should be performed. The job description will be subject to amendment in the light of experience and in consultation with the post holder.

Leadership Commitment

As a People Manager at Dorothy House, you play a vital role in shaping our culture, supporting our teams, and delivering our purpose “to empower, collaborate and deliver so that no one faces death alone”.

As part of our Manager Role Profile, this role is identified as a “Service Leader”. This means that you will commit to:

Lead Me Well:

- Help your teams focus on what matters most.
- Tackle poor behaviour or contribution early - with clarity and respect.
- Support your managers to grow as confident people leaders.

Support My Development and Wellbeing:

- Make development a core part of the job - not an add-on.
- Offer growth opportunities (e.g. projects, mentoring).
- Act when seeing pressures or when morale is off.

Listen to Me and Keep Me Informed:

- Communicate clearly, early and often.
- Create space for questions and challenge.
- Escalate feedback where needed and follow up.

No Smoking Policy

Dorothy House operates a No Smoking Policy for all staff, volunteers and visitors in relation to promoting health. It applies to the Hospice premises and grounds at Winsley, all Dorothy House shops and when staff are on duty in patients’ homes.

Confidentiality

All of the work relating to patients, carers, donors, staff and volunteers and any other information gained are of a confidential nature and must not be communicated to other persons except in the course of duty.

Health and Safety at Work Act

It is the responsibility of all employees to ensure that the requirements of the Health and Safety at Work Act are complied with safe working practices are adhered to and that hazards are observed and reported to the appropriate office.

Safeguarding

Dorothy House is committed to promoting the wellbeing of all adults and children who use our services, ensuring that they live a life that is free from harm, abuse and neglect. We work in an open and transparent way and encourage staff, volunteers, patients and families to raise any safeguarding concerns. All staff should ensure that they are aware of their responsibilities and attend the mandatory training as required.

PERSON SPECIFICATION

Psychological Support Lead

Criteria	Essential	Desirable
Recognised professional qualification in counselling, psychotherapy, or clinical psychology, with current accreditation or registration (e.g. BACP, UKCP, HCPC).	X	
Significant post-qualification experience providing psychological or emotional support to adults, children, and families experiencing loss, bereavement, or life-limiting illness.	X	
Demonstrated experience leading a multidisciplinary team or volunteers within a therapeutic, counselling, or hospice setting.	X	
Can demonstrate an understanding of safeguarding legislation and best practice for both children and adults, with experience managing complex safeguarding cases.	X	
Proven experience in delivering safe, effective, and evidence-based psychological interventions, with excellent clinical judgement and emotional resilience.	X	
Excellent communication and interpersonal skills, with experience building trust, supporting collaboration, and managing sensitive situations with empathy.	X	
Commitment to continuous professional development and reflective practice, maintaining appropriate supervision and up-to-date knowledge of palliative and end-of-life care principles.	X	
Full UK driving licence with access to a vehicle*	X	
Post-qualification experience in a hospice or mental health environment.		X
Experience developing or delivering training, education, or supervision to staff and volunteers.		X
Experience in service development or quality improvement within psychological or bereavement support services.		X

*This is due to the requirement of the role regularly traveling to centres / patients across our locality. This duty may regularly be conducted outside of public transport hours or at otherwise inaccessible locations.