

## **Job Information Pack**

## **Psychological Support Lead**

**September 2020**

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## **Welcome from Raj Athwal – Executive Director**

### **The Mulberry Centre**

Dear Candidate,

We are very pleased you are interested in applying for the position of Psychological Support Lead at The Mulberry Centre. I hope you will find the information in this Candidate Brief useful and more generally, the content of our website: <https://www.themulberrycentre.co.uk/>

The Mulberry Centre (TMC) is an award-winning cancer information and support centre and an independent charity, based on the grounds of the West Middlesex University Hospital in Isleworth, West London. It has been open for over 19 years and has provided services and support to more than 15,000 people.

We are seeking a Psychological Support Lead to work closely with the Cancer Information and Support Services Manager. We are looking for an individual who leads the development of the Mulberry Centre's psychological services and has a pivotal role in managing the provision of counselling services to patients, carers and the bereaved and line managing two part-time Cancer Information and Support Services Assistants who provide a comprehensive holistic cancer information and support service. You will need to be compassionate and empathetic individual striving to make a difference to people affected by cancer.

If you are interested in the work of The Mulberry Centre and have the relevant experience to perform this significant role, we would very much like to hear from you. Please contact me via email: [raj.athwal@themulberrycentre.co.uk](mailto:raj.athwal@themulberrycentre.co.uk) to discuss the opportunity in more detail.

Raj Athwal  
Executive Director

## 2) About The Mulberry Centre

### History

The Mulberry Centre is the culmination of a series of events. Over twenty ago, the West Middlesex University Hospital NHS Trust launched its first major fundraising campaign under the heading of the Pulse Appeal. West London needed a cancer support service – somewhere for anyone affected by a diagnosis of cancer to visit for information, advice and support.



Visits were made to similar Centre's around the country to gain an understanding of the viability of the service and its ongoing funding needs and to stimulate ideas for the design of our purpose-built Centre. In the summer of 1999, the cancer care Centre gained its name and visual branding – The Mulberry Centre Appeal was born. Fundraising continued, and building started in 2000. In 2001 the dream became a reality and the doors were opened for the first time.

After four years, The Mulberry Centre moved from being a subsidiary charity of the West Middlesex University Hospital Charitable Fund, to become a charity in its own right. On 1st August 2005, The Mulberry Centre became an independent charity, with its own Board of Trustees. This development allowed further scope for funding applications and an easier route for donations. Ties with the West Middlesex University Hospital continue to be strong, but the Centre gained strategic control over its future.

Today, The Mulberry Centre is a well-established resource in West London and has received many thousands of visits from both new and established users of the Centre for over 19 years.

### Mission

The core mission of The Mulberry Centre is to improve the lives of anyone affected by cancer, including those with a diagnosis, carers, family members and bereaved relatives, by enhancing emotional, psychological and physical well-being.

### Activities

Since 2001, The Mulberry Centre has grown and adapted its services to meet the needs of the people we aim to serve. As people are living longer with a cancer diagnosis, we recognise that their needs may change over time. It is not just the physical manifestation of the disease, but the emotional and practical impacts that we are able to respond to.

We aim to deliver a range of information and support services to all people affected by a diagnosis of cancer: to the cancer patient, the main carer, and those bereaved by cancer. Services include complementary and relaxation therapies, ongoing one to one support on a drop-in basis, counselling sessions and support groups, plus a wide range of workshops.

The combination of information, support, self-management and relaxation helps people feel in control; it helps them to make the right decisions to manage the physical and mental trauma of a cancer diagnosis, treatment and recovery. In addition, our community engagement has continued to be strengthening referral pathways with local community groups, to ensure that people hear about us at the earliest opportunity in their cancer journey.

Longstanding relationships with a wide range of health professionals, public bodies and voluntary organisations also help us to achieve and sustain our aims.

The services offered by TMC are briefly described below. Further details can be found on the TMC website.

Information Service and Library

Drop in support

Counselling, Support Groups and Coaching

Complementary Therapies

Wellbeing classes

Informative Workshops

Creative and social activities

Welfare rights and Benefits service

Engagement in the community

Befriending service

A peaceful space to relax and meet others, including within our own garden.

All the services are provided free of charge.

### **Recognitions and Awards**

In 2010 we were chosen as a beacon site for their Macmillan Environmental Quality Mark award for the excellence of our facilities; this was awarded again in 2012, 2015 and in November 2018. In 2014 The Mulberry Centre was named Hounslow Charity of the Year at the annual volunteer awards ceremony. In recent years, The Mulberry Centre has been the Charity of the Year of both the Mayor of Hounslow and the Mayor of Richmond upon Thames. We have also won the Hounslow Health Garden of Year Award twice. In March 2019, the Complementary Therapy team won a prestigious Macmillan Volunteers Award for their commitment and determination to improve the lives of people affected by cancer.

### **How we operate**

We have a staff team of around 10, in full-time equivalent terms, and an expenditure budget of approximately £450,000 each year. The costs of running The Mulberry Centre have to be met by the income that we manage to raise. Although a certain amount of funding is received under contract, we have needed to find the bulk of our funding from charitable donations and fundraising activities. We have over 135 volunteers providing approximately 8,000 hours of time each year to provide support and services to our clients. We would not be able to provide the support we do for people affected by cancer without our volunteer workforce.

### **3) The Role of Psychological Support Lead**

Reports to the Cancer Information and Support Services Manager

#### **Principle responsibilities:**

#### **A. Services to be provided**

##### **1. Overall objectives of the service**

- 1.1 Communicate and work collaboratively with colleagues and key stakeholders (e.g. Executive Director, Mulberry Macmillan Cancer Information and Support Manager (MMCISM), Trustees, volunteers) to ensure the smooth running of the psychological services and achieve TMC's organisational objectives.
- 1.2 Line managing two part-time Cancer Information and Support Services Assistants (CISA's) who provide a comprehensive holistic cancer information and support service.
- 1.3 Be responsible for recruiting, managing and developing a team of volunteer counsellors, ensuring that all practitioners maintain the required standards of the relevant governing bodies.
- 1.4 Provide guidance and professional support for all volunteer counsellors (who all have external supervision) in order to ensure that the Centre's high reputation for these services is maintained, addressing issues of quality, audit, safety, professional development and best practice.
- 1.5 Work collaboratively with the counselling team to develop, approve and implement service policy and procedure and identify needs in relation to the development of the counselling services.

##### **2. Main Responsibilities**

#### **Management of Counselling service and its volunteer team**

- 2.1 Liaise with the Executive Director and MMCISM in drafting and implementing the counselling element of the TMC Business Plan including budgets for the service.
- 2.2 Have monthly 1:1s with the MMCISM to monitor the counselling service as outlined in the Business Plan.
- 2.3 Undertake an annual review of the psychological service provision (April-March), collecting and collating statistical data as required by the Executive Director e.g. quarterly Trustee Board meetings/funding bids.
- 2.4 Manage and develop a team of volunteer counsellors including recruitment, induction and annual review of each counsellor to ensure there is the capacity to sustain the service in accordance with agreed standards.
- 2.5 Work closely with the Volunteer Counselling Team to ensure positive, consistent channels of communications are maintained within the Volunteer Counselling Team.
- 2.6 Offer supervision support for WMUH palliative care team members for the PCP project.
- 2.7 Be aware of recent legislation and recommendations in counselling and share such information with volunteer counsellors to ensure that their practice is in line with professional protocols and TMC policies.
- 2.8 Ensure that each volunteer within the counselling service team holds current public and professional liability insurance, is a current member of their relevant professional body (is compliant with the BACP requirements), has current DBS clearance and safeguarding training.

- 2.9 Review the policies and procedures for counselling services annually to ensure they meet TMC requirements and nationally recognised standards and ensure all TMC Policies and the Counselling service team adheres to Procedures.
- 2.10 Liaise and network with other counsellors and other centres involved in cancer care and feed back knowledge gained to the Executive Director and Manager.
- 2.11 Attend relevant meetings and training as and when necessary.

### **Service delivery**

- 2.12 Provide input to help in the design of any user surveys TMC undertakes in order to monitor feedback from the counselling services in order to ensure that the counselling services offered at TMC remain user-led in conjunction with the user engagement team member.
- 2.13 Identify, introduce and maintain sub-specialties of counselling (e.g. couples counselling, youth and children support) and explore the further development of counselling at TMC.
- 2.14 Work closely with the CISA's to ensure an efficient and effective system for referral is maintained and developed.
- 2.15 Maintain and monitor an effective mechanism for ensuring accurate and comprehensive written records are completed by the CISA's and volunteer counsellors.
- 2.16 In conjunction with the front office, prioritise and co-ordinate workload of counselling team according to the needs of patients/carers/bereaved and skills of volunteer counsellors.
- 2.17 Develop, maintain and document guidance on best practice in relation to counselling in a cancer care setting.

### **Training and development of volunteer Counselling team**

- 2.18 In conjunction with the Volunteer Lead, develop and support a culture that acknowledges the importance of training and personal development by organising volunteer induction and professional development programme relevant to their roles at TMC.
- 2.19 Provide support to the TMC volunteer counselling team on the use of counselling in a cancer care setting by developing, maintaining and documenting guidance on best practice.
- 2.20 Deal with volunteer counsellor team enquiries relating to specific issues and concerns around their volunteering at TMC and to provide any necessary support, or signpost them to the relevant member of the TMC team or their professional supervisor as appropriate.
- 2.21 Chair regular meetings of the volunteer counselling team, including preparing an Agenda and producing Minutes.

### **General**

- 2.22 Drive a culture that embraces change, open communication, ambition, innovation, future-thinking and external focus.
- 2.23 Ensure the welfare and safety of service users and volunteers within TMC.
- 2.24 Undertake activities to increase awareness of TMC through contributing to internal and external publicity across a range of media.
- 2.25 Represent TMC to outside groups or the general public from time to time.
- 2.26 To demonstrate a commitment to their own development, to take advantage of education and training opportunities and develop their professional competence.
- 2.27 All staff, contractors and volunteers are required to abide by TMC's Policies and Procedures
- 2.28 TMC and the hospital site is a no-smoking area for everyone.

2.29 Undertake additional activities related to the role as identified in discussion with the Manager and Executive Director.

## Person specification

### Experience

- ♥ At least 3 years' experience in a relevant senior role.
- ♥ Masters/Postgraduate Diploma in Counselling with post qualifying experience of 5 years.
- ♥ Accredited Member of the BACP.
- ♥ Demonstrable experience in delivering counselling support to clients.
- ♥ Ability to develop strong network of counsellors and related contacts.
- ♥ Excellent management skills as well as good planning and organisational skills.
- ♥ Ability to manage and analyse information and able to provide clear, concise reports.
- ♥ Ability to express ideas in a persuasive, lucid manner demonstrating a clear compelling logic.
- ♥ Listen to others and respond appropriately and sensitively.
- ♥ Proven IT skills. Competent in all aspects of Microsoft Office.
- ♥ Able to work with minimal supervision and set challenging goals, taking responsibility for outcomes and delivery of projects.

### Desirable

- ♥ Recognised qualification as a counselling supervisor.
- ♥ Experience of working with cancer patients or other life-limiting disease.
- ♥ Experience of supporting carers and the bereaved.
- ♥ Experience in managing volunteers.
- ♥ Experience of a broad range of counselling skills (i.e. individual, couples and group counselling, youth)
- ♥ Knowledge of using CRM database (TMC uses Harlequin).
- ♥ Flexibility to represent The Mulberry Centre for some evening and weekend events/presentations.

### Personal attributes

- ♥ **Committed to the aims and values of The Mulberry Centre:** we expect all staff to uphold and reflect the ethos of the Centre and all its work
- ♥ **Hardworking:** as a small charity, our success depends on the hard work of all our people
- ♥ **Creative and resourceful:** Ability to source and evaluate a comprehensive range of information and distil into key requirements.
- ♥ **Practical:** as part of a small team, you will need to have a positive collaborative outlook and the ability to work across the organisation and with external stakeholders to achieve results.
- ♥ **Reliable:** this is a critical post with responsibility for ensuring the delivery of client Services.
- ♥ **Approachable:** an open, friendly approach is critical to the team spirit of our small staff and to be sensitive to the needs of minority and vulnerable groups.
- ♥ **Flexible:** the post holder will need to be willing to travel and work unsocial hours twice a month.

### **Other requirements**

-  Willingness to undergo enhanced DBS.

## **4) Working hours, salary and benefits**

### **Working hours and flexibility**

We are looking for someone to work part-time 22.5 hours per week.

### **Salary**

£19,200 per annum pro rata (£32,000 FTE).

The option of a contractor role for a self-employed will be considered.

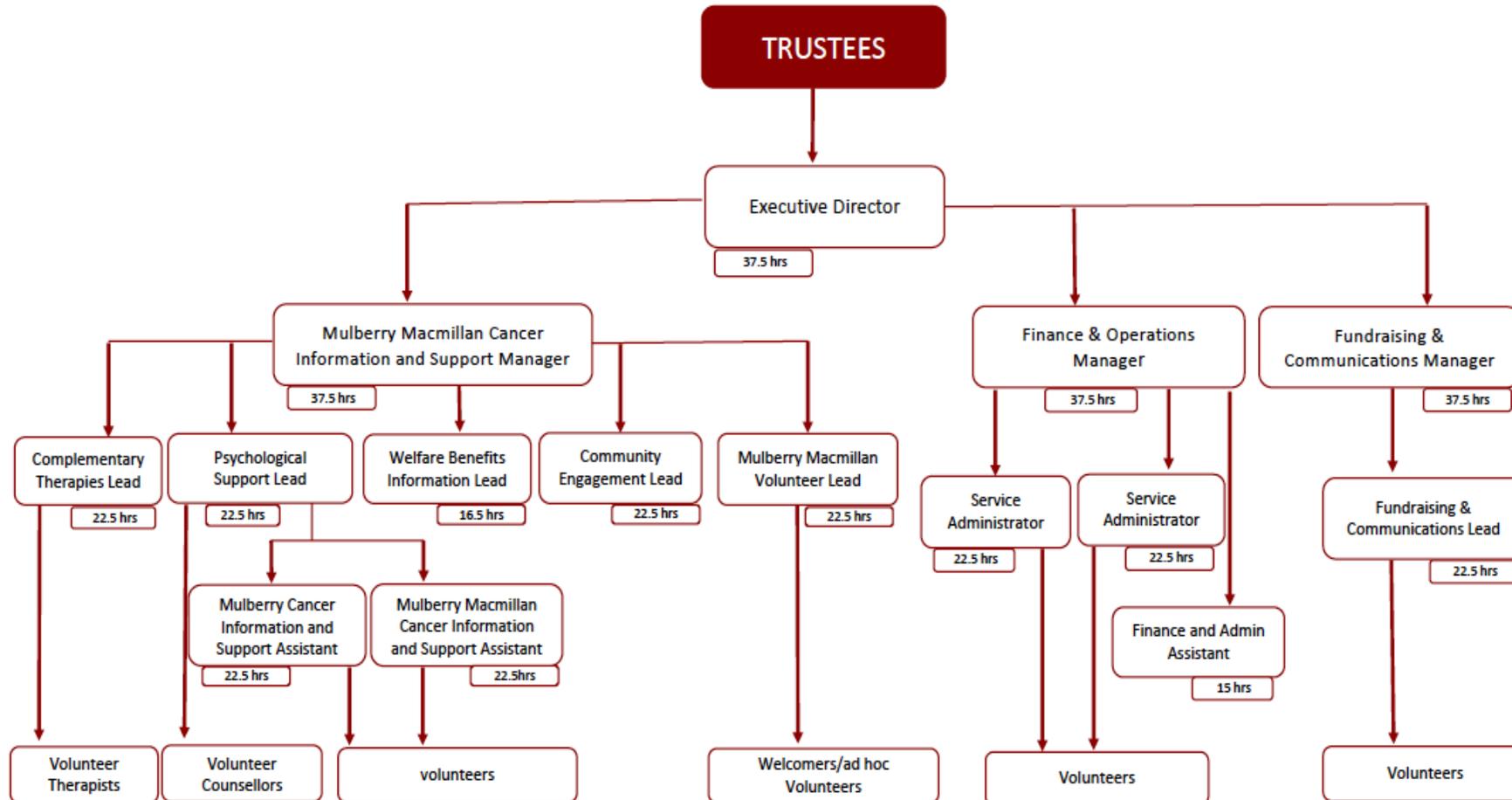
### **Annual leave**

Holiday entitlement is 23 days holiday per year excluding public and statutory holidays. Holidays will be calculated on a pro-rata basis for part-time workers.

### **Pension**

6% pension contribution (either into a personal plan or through NEST).

### 5) Organisation Chart



## 6) Timetable and how to apply

Wednesday 9 <sup>th</sup> September 2020	Applications open
Wednesday 7 <sup>th</sup> October 2020 - Midnight	Deadline for applications
Friday 16 <sup>th</sup> October 2020	Interview day*

### How to apply

To apply, please email the following documents to [raj.athwal@themulberrycentre.co.uk](mailto:raj.athwal@themulberrycentre.co.uk) quoting PSL, as soon as possible and no later than 23:59 on Wednesday 7<sup>th</sup> October 2020.

1. A comprehensive CV
2. A covering letter containing:
  - a. Supporting statement showing evidence of how you meet the personal specification of the role
  - b. Your notice period
  - c. The name, job title, organisation, email address and mobile number of two professional referees. (Please note referees will not be approached without your prior permission.)

Please ensure that you include your mobile phone number and email address in your application. Please contact Raj Athwal (email address above) if you have any queries or if you would like to have an informal conversation about the role.

**Thank you for your interest in this position.**

\*It is intended, Covid-19 restrictions permitting, to have the interview in person. Should there be a need to change to video interview you will be updated at the earliest opportunity.