



POSITION DESCRIPTION



Position Title:	BEREAVEMENT COUNSELLOR		
Industrial Instrument:	Eastern Palliative Care Ltd Allied Health Employees Enterprise Agreement 2024	Department:	Allied Health
Responsible To:	Allied Health Leader	Hours of Duty:	As per contract
Performance Appraisal:	Regularly during the first six months and then annually at the anniversary of commencement		Page 1 of 5

*Eastern Palliative Care Ltd. (EPC) delivers home-based care services to the eastern region of the Greater Melbourne area within a value based health care framework.
All staff and volunteers of EPC must demonstrate a commitment to our Code of Ethics, Code of Conduct and a willingness to work within the organisational Purpose and Values.*

Our Purpose:

*Our clients live with the best quality of life, before dying in their place of choice.
Our clients, their families and carers are supported according to their needs and choices.
Our resources are managed wisely and sustainably to provide value for the community.*

Our External Values:

Compassion - Empathy for others in their end of life experience by listening, accepting and actively responding to their needs
Dignity - Upholding the unique personality, situation, and choices of people, valuing their lives in the face of death, and respecting their rights.
Excellence - Delivering evidence-based quality care, underpinned by ethical practice, research and leadership.
Empowerment - Building trust with people, that puts them at the centre of decision-making and enables control and choices

Our Internal Values:

Compassion

I contribute to being part of a respectful workplace with a culture of supporting and caring for each other, as teams and colleagues.

Dignity

I value everyone's contribution and am able to have difficult conversations that show respect for and acceptance of our differences.

Excellence

I help support a culture of continuous improvement within the organisation at every level, including having a positive attitude, and an appetite to learn and grow.

Empowerment

I value other people's opinions. I practise timely two-way communication that aims for clarity and honesty to encourage a culture of trust and transparency. I take opportunities to be involved with planning and strategizing, to help myself and my team perform at our best.

Equity and Access: *EPC is committed to equal opportunity, social justice, cultural diversity, and social inclusion in community based palliative care. We recognise the value of diversity amongst staff and clients, and we aim to create an inclusive work and healthcare environment free from discrimination and harassment. We also respect that different cultures, rights and practices exist within the community.*

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BEREAVEMENT COUNSELLOR

The bereavement program is an integral component of EPCs holistic model of care. It comprises layers of formal and informal, universal and specialist support. The Bereavement Counsellor provides bereavement support to clients within an interdisciplinary team model.

Essential Education Qualifications/Competencies:

- Tertiary Qualification within the field of Social Work, Psychology, Counselling or Theology with two completed units of Clinical Pastoral Education.
- Post graduate qualification in bereavement.
- Eligibility for membership of or registration to relevant professional bodies (see Appendix).
- Extensive skills and experience in providing bereavement counselling for people experiencing complex bereavement, including knowledge of current loss, grief and bereavement theory and practice.
- Experience in group facilitation and group presentations.
- Ability to engage in consultation and collaboration in an interdisciplinary team model.
- Well-developed communication, professional, organisational, interpersonal, and time management skills.
- Competency with common computer applications such.
- Current Victorian driver's licence, good driving record and willingness to use own vehicle in line with EPC Process Map 1761 – Motor Vehicle Use Of.

Desirable Qualifications/Competencies:

- Ability to work with a high level of independence and autonomy.
- Experience working in community palliative care or community health setting.
- Experience with person centred, family sensitive practice and service delivery.

Key Results Areas:

1. Demonstrates a commitment to quality, continuous improvement, occupational health and safety and risk management.
2. Demonstrates the ability to share knowledge and provide education, information, resources and training.
3. Undertakes assessment and interventions, including counselling, to meet the needs of bereaved clients.
4. Facilitate and develop bereavement groups and programs.
5. Participate in, and contribute to, the interdisciplinary team.
6. Demonstrates effective and efficient management of clinical and non-clinical workload to meet average requirements.
7. Utilise culturally appropriate communication and strategies.

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Key Result Area 1	Demonstrates a commitment to quality, safety and risk management
	1.1 Takes responsibility for own health and safety and that of others who may be affected by workplace conduct. 1.2 Ensure all incidents including near misses are reported as soon as practicable in Helpmaster. 1.3 Actively participate in meetings to discuss risk management and other health and safety initiatives and completes all mandatory training and competencies. 1.4 Engage and foster evidence based best practice and continuous quality improvement processes, including but not limited to value based healthcare.
Key Result Area 2	Demonstrates the ability to share knowledge and provide education, information, resources and training
	2.1 Contributes to creating learning and professional development opportunities and resources in bereavement practice within EPC. 2.2 Prepares and uses appropriate, quality resources for clinical care as appropriate. 2.3 Documents activities and liaises with team members and service providers about continuity of Bereavement Service provision. 2.4 Develops and updates bereavement resources for all staff/ volunteers and clients including: community based bereavement support services and groups, online information and support services, newsletters, fact sheets, books, current literature and developments in the field.
Key Result Area 3	Undertakes assessment and interventions, including counselling, to meet the needs of bereaved clients
	3.1 Completes/conducts bereavement risk screening of newly bereaved clients and undertakes psychosocial and spiritual assessments where indicated. 3.2 Conducts screening and follow up for bereaved clients at risk of complicated grief. 3.3 Undertakes bereavement counselling utilising theoretical frameworks to inform practice for individuals and families. 3.4 Demonstrates ability to engage with, explore and encourage client's spiritual wellbeing. 3.5 Demonstrates timely and appropriate discharge planning.
Key Result Area 4	Facilitate and develop bereavement groups and programs
	4.1 Development and facilitation of bereavement support groups and programs in conjunction with other Bereavement Program Support Coordinator 4.2 Along with Volunteers Services, supports and debriefs volunteers who assist in provision of bereavement services when required. 4.3 In conjunction with the General Manager Clinical and Volunteer Services and the Allied Health Leaders, contributes to comprehensive evaluation of bereavement programs and identifies needs for additional / alternative bereavement services and training.

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	4.4 Availability to provide bereavement services, as required, after-hours. 4.5 Capability to participate in walking group.
Key Result Area 5	Participate in, and contribute to, the interdisciplinary team
	5.1 Facilitates discussion at client review to identify the needs of recently bereaved clients, including bereavement risk screening, assessment of individual/family functioning and support needs. 5.2 Develop referral links with other bereavement services and encourage practice of referral to other services where appropriate. 5.3 Demonstrates ability to communicate clearly with colleagues, both verbally and via PalCare. 5.4 Responds to immediate issues in relation to bereaved clients when colleagues are not available. 5.5 Demonstrates ability to respond to other team members need for emotional support, debriefing and feedback on an informal basis. 5.6 Provides support and encouragement of self-care practices within the team. 5.7 Accepts responsibility for developing and leading the Reflection on Team Day, along with other Allied Health colleagues. 5.8 Positively contributes to the maintenance of an environment that promotes integrity, respect, safety and security for all individuals within the team and wider organisation.
Key Result Area 6	Demonstrates effective and efficient management of clinical and non-clinical workload to meet average requirements
	6.1 Demonstrates the ability to document client records in a professional manner that protects confidentiality and meets statistical reporting. 6.2 Recognises opportunities for the development of research and quality initiatives including new service programs. 6.3 Participates in supporting internal and external committees. 6.4 Contributes to the regular revision of written resource material. 6.5 Review own work performance, identify learning needs and access opportunities for development via performance appraisals. 6.6 Willingness to contribute to own on-going professional development via individual and group supervision, Team Days, Forums and other training opportunities.
Key Result Area 7	Utilise culturally appropriate communication and strategies
	7.1 Demonstrates a positive regard for all cultures. 7.2 Responds to others in a non-judgmental and non-evaluating manner. 7.3 Demonstrates the ability to adapt clinical interventions to meet specific cultural needs as appropriate.



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APPENDIX

Eligibility for membership or registration with relevant professional bodies, as follows respectively:

- ☐ Australian Association of Social Workers (AASW)
- ☐ Psychologists Registration Board of Victoria (registered as a psychologist)
- ☐ Australian Psychological Society (APS)
- ☐ Australian Counselling Association (ACA)
- ☐ Psychotherapy and Counselling Federation of Australia (PACFA)
- ☐ ASPEA Inc (Pastoral Care)

Agreement:	I have read, understood, and agree to comply with this job description.	
	Name:	
	Signature:	
	Date:	

Date Reviewed: Aug 2026

Template Updated: