

Fertility Counsellor Opportunity

Type: Full time, permanent

Location: 1 St Thomas St, London Bridge

Salary: Up to £40,000 per annum

JD Healthcare is one of the UK's leading private healthcare companies, within the fertility sector. Our three businesses (London Women's Clinic, London Egg Bank and London Sperm Bank) have helped thousands of people start families over the years and we are committed to providing the highest standard of care to our patients. We are looking to continue to expand at a significant pace in the coming years and are seeking talented individuals who have the ability to be innovative and adapt.

This is a diverse role which is integral the business. You will provide specialist consultation and education on infertility counselling for individuals and couple considering or undergoing fertility investigations, treatments, and gamete/embryo donations at The London Women's Clinics. As well as developing, providing and promoting enhanced support services to patients and donors, to improve the in-clinic journey.

Job Description:

Clinical

- Provide implications counselling to those who are considering, undertaking, have undertaken or are otherwise affected by assisted conception, donation, surrogacy or storage procedures.
- Provide therapeutic counselling, as needed by those whose infertility, circumstances, treatment, donation, and/or outcomes give rise to particular difficulties or distress.
- Provide support counselling to those attending the Clinic for investigations and/or treatments or for donor procedures.
- Provide support in counselling donors and their partners donating at the London Egg Bank or London Sperm Bank.
- Consider the Welfare of the Child and Safeguarding with appropriate management of relevant information that comes to light in the course of involvement with an individual/couple for the purposes of counselling, multi-disciplinary team assessment and/or Ethics Committee referral.
- Exercise autonomous professional responsibility for assessment of and provision for the counselling needs of clients referred to the service.
- Involvement in design, development and conducting surveys of patient attitudes to ensure ongoing evaluation of practice
- To be an active member of the Clinical Governance team promoting exceptional patient care

Management

- Be the lead point of contact for the LWC counselling team across all platforms and locations
- Review and create counselling SOPs as required and review all SOPs as required that include referral to counselling.
- Project manage patient support initiatives, including, but not limited to the 2 week wait support project
- Line manage the LWC London and Satellite counselling team including administrative support
- Manage a defined caseload of no more than 5 patient appointments per day, ensuring that the relevant Counselling SOPs are carried out correctly.
- Liaise with medical and nursing staff to ascertain treatment and investigations for counselling patients.
- Liaise with other health care professionals as appropriate to maximise continuity and effectiveness of care.
- Ensure the maintenance of accurate records having due regard to the legal aspects, confidentiality and managerial information requirements.
- Undertake regular audits/monitor of own cases and global group counsellor's statistics & contribute to the evaluation/ analysis of clinical activity.
- Maintain a safe working environment at all times and monitor and evaluate safe working of other counsellors.
- Report incidents, accidents and complaints and participate in corrective action and the monitoring of the outcome as per the LWC SOPs.
- Liaise with other agencies as appropriate.
- To attend Operations meetings to ensure awareness of current business plans

Education

- Provide multi-disciplinary education and training relating to counselling & ethical issues in assisted conception/reproductive medicine.
- Provide education and support for partners receiving counselling.
- Keep up to date information on major national & local infertility, surrogacy, adoption & counselling organisations and maintain contacts as appropriate.
- Maintain professional development & professional accreditation.
- Work on educational projects as deemed appropriate by LWC Marketing team.
- Facilitate patient facing information events and seminar, including but not limited to Inseminars and Fertility Fairs
- To develop and facilitate additional education initiatives to raise brand awareness to new markets, such as GPs, private Gynaecologists and alternative therapists to promote private referrals.
- To develop and facilitate MOT & egg freezing information events for wider audiences: business lunch time seminars, universities and to investigate additional resources suitable for a younger audience. To promote LWC as the preferred fertility destination in the UK.
- To explore and develop the potential of taking Inseminar on tour, to include egg sharing and freeze and share in areas where NHS funding is not available or where LWC holds the NHS contract.
- To facilitate webinars as deemed appropriate working with the Marketing Team

Professional

- Receive professional supervision from an appropriately qualified supervisor as required by BACP, BICA and the HFEA.
- Attend multi-disciplinary team inspection meetings and individual interviews with HFEA Inspectors and external advisors as part of the annual inspection and license renewal procedures, and as required.
- Participate in annual reviews to identify personal training and development needs and work to achieve agreed set objectives.

Working Relationships

- Establish and maintain effective communication channels with the following: -
- Counselling team
- Nursing staff
- Medical staff
- Embryologists
- Administrative & clerical staff
- Patients and their partners
- External agencies as required

To Apply:

Please send a copy of your CV along with a brief cover note advising why you are interested to Brooke Scarlett, HR Manager at brooke.scarlett@londonwomensclinic.com