

Job Description

Making every day count since 1988

1. JOB DETAILS

| | |
|------------------------|-----------------------|
| Job Title | Family Support Worker |
| Department | Clinical |
| Grade | 4 |
| Responsible to: | Day Services Manager |

2. AIM

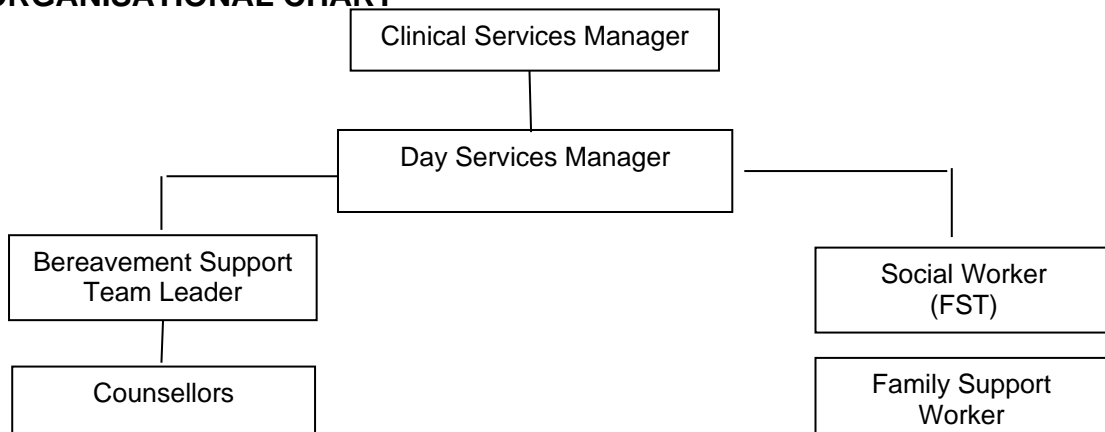
Complete delegated support worker duties to support the efficient and effective running of the Family Support Team (FST).

Offer an empowering, flexible and integrative style of support by embedding listening skills and person-centred principles within a psycho-social approach that draws upon a wide range of models and interventions (directive & non-directive).

To promote the Family Support Team's presence and its services within the Hospice. To support staff to identify the needs of the guests and sign-posting them to either internal and / or external services. To aid in delivering appropriate group work / facilities and provide information as required by both staff, volunteers and guests.

To assist in ensuring that the Hospice is safeguarding those to whom it provides services.

3. ORGANISATIONAL CHART



4. KEY RESPONSIBILITIES

Communication and relationships

- Work within a delegated support worker caseload to support individuals with a life limiting illness (and their families/carers) who are in need of social, emotional and practical advice and support.
- Work collaboratively with other members of the Family Support Service, Hospice team, external professionals and organisations to enable the best possible continuity of care and support for clients.
- Attend both internal and external multi professional meetings and build partnerships with external organisations and support the development of a good quality bereavement network.
- Undertake holistic interventions - building relationships with local authority teams, Carer Support services, outreach teams, Social Care Direct, welfare rights services, nursing homes, community mental health teams, Macmillan services.
- As directed by the qualified staff to facilitate safe discharges from the IPU, through assessment of care needs and organising appropriate packages of care.
- Develop the contribution of the Family Support Team within the Inpatient Unit/Living Well Centre (LWC).

Analytical and judgemental skills

- Discuss patients, families and carers social care needs and agree with social work colleagues any social care, emotional, psychological, spiritual and appropriate intervention. Devise an appropriate empathetic action plan based on this recognising the need to seek support in more difficult and complex situations.
- Identify and negotiate with team colleagues and wider multi-professional team social, emotional and practical needs and decisions with the patient, family and multi-disciplinary teams to promote patient centred care.
- As directed by qualified staff, plan and prioritise family support interventions to meet identified social, emotional and practical needs.
- Anticipate the changing needs of patients, and assisting with the emotional preparation of the patient and family by exploring their awareness of the situation and report any key concerns to colleagues.
- Identify any potential safeguarding concerns and respond appropriately, following Hospice's policy and procedures and reporting any concerns to the hospice social workers.
- Able to recognise when a Mental Capacity Assessment or Deprivation of Liberty Safeguard is required and highlight to the hospice social worker.
- Identify and report potential problematic issue(s) of the patients in IPU or the Living Well Centre (LWC) guests.

Planning and organisational skills

- Under supervision, undertake direct work with patients and their families endeavouring to influence their experiences by utilising a range of directive & non-directive approaches.
- Note and report individual and family strengths & ways of coping, involving other members of the multi-disciplinary team or external agencies e.g. schools, as appropriate.

- Manage and prioritise their own caseload and work time
- To be flexible in working practice (outside core hours) to reflect the special nature of the work undertaken to the benefit of patients, families and carers

Physical skills

- Standard keyboard skills are required

Patient/Client Care

- Primarily responsible for a social work caseload with some basic counselling input with clients
- Actively participate in Family Support Team meetings
- Provide input into the 'routine' (level 1-2) aspects of the bereavement process and recognising level of intervention commensurate with own skills and competencies.
- Understand and respond to ethnic, cultural and religious influences on the patient and family
- To respond to those especially vulnerable because of their dependency, e.g. children, adolescents, and elderly relatives, those with special needs
- Provision of information, support, advice and advocacy for clients relating to all manner of practical matters such as home care, benefits and housing.
- Establishing effective communication networks and fast tracking services with local authority teams, continuing health care teams, NHS foundation trusts and other third sector service providers.
- To possess the emotional maturity to deal with frequent exposure to highly emotional/ distressing circumstances

Policy and Service Development

- Work as a member of the Family Support Team as the service is developed to ensure high quality service delivery in an ethical and effective manner in line with the agreed consortium sub-strategy group.
- Carry out the role in accordance with current legislation, Hospice philosophy, policies, procedures and other relevant professional guidelines
- Contribute towards procedures within area of specialism, including social care and psychological support
- Support, develop and facilitate relevant group work either within FST, IPU or LWC
- Contribute to the carers strategy working group for policy and procedure development.

Financial and Physical Resources

- Responsible for equipment and resources within own area of work i.e. computer equipment
- Responsible for ensuring sufficient resources available i.e. paperwork / files

Human Resources

- Attend all appropriate training requirements both statutory and mandatory to comply with current Health and Safety legislation and in line with the Hospice's responsibility to comply with Government Directives

- As an employee of the Hospice, the post holder is required to preserve the confidentiality of any information regarding patients, staff (in connection with their employment), and the business of St Cuthbert's business
- Provide training, including workshops and presentations to members of the Hospice team, external professionals and organisations
- Engage in regular supervision in accordance with Hospice policy & professional guidelines

Information Resources

- Maintain records to meet Hospice guidelines, professional standards and standards set by statutory bodies such as the Care Quality Commission

Research and Development

- To maintain professional competence & ensure evidence based practice by keeping up to date with current research & developments
- Be required to participate in clinical audits

Freedom to Act

- Work within defined policies and procedures
- Ability to recognise limitations of knowledge, skills and competencies and seek guidance from your line manager and social work colleagues where appropriate
- Support and guidance provided through clinical supervision

EFFORT & ENVIRONMENT

Physical

- Light physical effort may be required on occasions

Mental

- Frequently required to concentrate for one or two hours at a time
- The work pattern may be unpredictable

Emotional

- Frequent exposure to distressing or emotional circumstances encompassing a main part of the role with occasional exposure to highly distressing circumstances.
- Recognise difficulties in relation to dealing with situations within palliative care in self and other colleagues and to engage and encourage other colleagues to participate in clinical supervision for support

Working Conditions

- Exposure to unpleasant working conditions or hazards is rare.
- Flexible approach across all clinical areas in order to meet the changing needs and for the improvement of service delivery and care.

Data Protection and Confidentiality

- All employees have a responsibility in line with information governance to maintain confidentiality and ensure the principles of the Data Protection Act

1998 are applied to patients, clients, staff, volunteers and Hospice business information, including electronic information. Only information required to fulfil the duties of the role should be accessed by the post holder.

- All employees have a responsibility to use electronic systems in a way that preserves the dignity and privacy of people, helps to ensure services of the highest quality, and is compliant with the law and Hospice policies and procedures

Health and Safety

- The Hospice will take all reasonably practical steps to ensure the health, safety and welfare of its employees while at work. Employees will familiarise themselves with the Health and Safety Policy and procedure as well as the fire procedures and ensure a safe working environment for self and others in line with these.

Safeguarding

- All employees should make themselves aware of the policies and procedures of safeguarding, take personal responsibility as far as is reasonably practicable, to safeguard children and vulnerable adults, complete statutory and mandatory training and take appropriate action as set out in the Hospice's policies and procedures.

Infection Control

All employees have a responsibility to ensure the risk of infection to themselves, colleagues, patients, relatives and visitors is minimised by:

- Attending mandatory training and role specific infection prevention education and training
- Challenging poor infection prevention and control practices
- Ensuring their own compliance with Hospice Infection Prevention and Control policies and procedure.

Equal Opportunities

- The Hospice welcomes all persons without regard to race, religion or belief, age, gender re-assignment, sex, sexual orientation, pregnancy or maternity, marriage or civil partnership, physical or mental disability. The Hospice aims to provide services in a manner that enables all members of the community to access them.
- Employees must behave in a non-judgemental manner that respects the differing needs and cultures of others.

Note: This post is deemed to require a Disclosure check via the Disclosure and Barring Service. Therefore it will be necessary before the appointment to contact the DBS to check on any relevant criminal background.

This job description is not intended to be an exhaustive list of duties and responsibilities of the post and the post holder may be requested to carry out duties appropriate to the grade of the post.

The post may change over time to meet organisational/personal requirements, and this job description may be changed after consultation with the post holder

Some Flexibility in the hours worked will be essential at times to meet demands placed on our service.

The post holder shall perform their duties at any other reasonable location to which they may be directed from time to time by the Employer

JOB DESCRIPTION AGREEMENT

Signature of Post holder

Date:

Signature of Manager:

Date:

