

1. JOB DETAILS

Job Title	Social Worker
Department	Clinical Services
Grade	6
Responsible to:	Day Services Manager

2. AIM

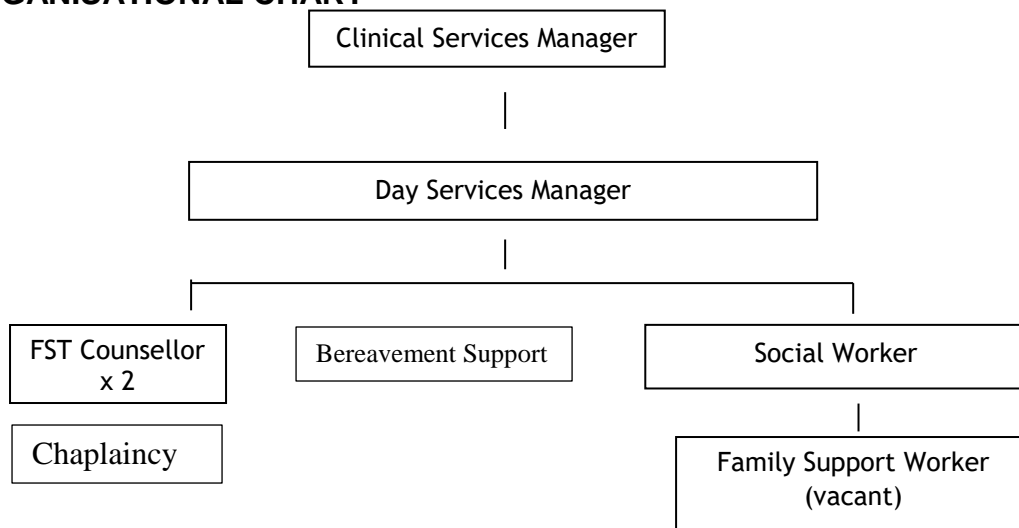
To seek to improve and maximise the psycho-social quality of life of patients and families, in order to ensure that they experience a coherent and integrated system of social support matched to their personal circumstances.

To provide the social care aspect in the multidisciplinary team, ensuring the care provided by the Hospice is holistic and fully integrated into statutory and other external services.

Support the protection of vulnerable adults and children accessing our services co-ordinating safeguarding cases, completing referrals to local authority safeguarding teams and liaising with local authority as part of their investigations.

Work within the Family Support Team that provides practical emotional bereavement care and support to Hospice patients, their families and carers to support the efficient and effective running this service.

3. ORGANISATIONAL CHART



4. KEY RESPONSIBILITIES

Communication and relationships

- Work collaboratively with other members of the Family Support Service, Hospice team, external professionals and organisations including relevant social services, health, education and voluntary organisations to enable the best possible continuity of services and support for clients.
- Attend both internal and external multi professional meetings and build partnerships with external organisations to ensure the highest standards of care and support is delivered to the local community.
- Establish and sustain good working partnerships with the local authority to assess patients in the community, to facilitate rapid access to services and ensuring their continued support in the community
- Establish relationships with patients, their families and carers pre and post bereavement in order to assist with the uncomplicated grief (level 1-2) support as appropriate.
- Work with the Day Services Manager to assist in the organisation and provision of support to volunteers involved with the Family Support Team.
- Participate at MDT meetings to share specialist expertise to facilitate a holistic approach of palliative care from social work perspectives
- Co-ordinate safeguarding cases involving information which may be highly complex and or highly sensitive, and which may be difficult to convey to those affected by this.
- Produce, non-judgemental written skills in documentation and report writing

Analytical and judgemental skills

- Assess patients, families & carers emotional, financial and practical needs within a holistic approach and social context in order to devise an appropriate empathetic action plan, recognising the need to seek support in more difficult and complex situations.
- Assess patients' mental capacity on-going and specifically when concerns relating to lack of capacity and deprivation of liberties (DOLs) are raised.
- Assess patients, families and situations when concerns are raised requiring safeguarding referrals. Referral to local authority safeguarding team and associated liaison regarding investigations.
- Negotiate options with the patient, family and multi-disciplinary teams to ensure that patient choice is central to decision making processes
- Critically assess situations, prioritise needs and plan appropriate care in order to facilitate rapid access to services and discharges as appropriate.
- Anticipate the changing needs proactively of patients, their families and carers in order to assist with facilitating appropriate levels of care required.

Planning and organisational skills

- Work in partnership with the local authority and undertake the assessment of patients in the community with life-limiting illnesses, to gain access to the required services more quickly as well as ensuring continued support of patients and carers in the community.
- Working with the hospice multi-disciplinary team to support decision making regarding MCA/DOLs and safeguarding referrals and input.
- Ensure that all the needs of patient, carer and family have been identified and co-ordinating the implementation of the necessary care package and any

continuing healthcare required in order to contribute with the discharge planning from the Hospice of patients with complex needs and arrange case conferences.

- Liaise with and understand referral processes with internal colleagues and external agencies concerned with Welfare Rights, Social Care and Health, and the Department of Work and Pensions to provide optimal support for patients, families and their carer's.
- Manage and prioritise their own work time and contribute to that of volunteers
- Support the day to day operations of the Family Support Service to ensure efficient and effective service
- Participate in the delivery of training to other colleagues and volunteers in relation to own specialism of practice.
- Plan and organise home visits where appropriate which may involve lone working practises
- To contribute to the supervision of students as deemed appropriate.
- To contribute to the training of volunteers involved in the Family Support Team.

Patient/Client Care

- Ensure that the social care needs of individual patients and carers referred to the Hospice are identified and addressed in timely and appropriate ways
- Assist the FST to ensure that practical and financial support is available to patients, families and carers by providing basic guidance related to benefits, home care, finance and family issues and referring on to other members of the MDT and/or external agencies where appropriate.
- Support and help patients their families and carers through timely access to services
- Provide patient-centred model of care
- Maximise quality of life through access to rehabilitation and social care services
- Work collaboratively and in partnership both internally and externally to all relevant stakeholders to promote effectiveness and efficiency in service provision.
- Provide as necessary, information and advocacy about welfare rights, direct payments and residential and nursing home placements, personal budgets, benefits and similar types of help and liaise or refer to other agencies as appropriate.
- Undertake or facilitate group work with families and carers to provide them with relevant support, care, and information related to their psycho-social, spiritual and financial needs and clinical needs relating to uncomplicated grief.

Physical Skills

- Standard keyboard skills are required

Policy and Service Development

- Work as a key 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 sub-strategy group
- Carry out the role in accordance with current legislation, Hospice philosophy, policies, procedures and other relevant professional guidelines
- Contribute towards policies and procedures within area of specialism – including carers strategy development and bereavement support journey.

Financial and Physical Resources

- Responsible for equipment and resources within own area of work ie computer equipment

Human Resources

- Responsible for the day to day management of social work including participation in the recruitment process, induction, training, appraisal and disciplinary procedures at the informal stage.
- Take an active role in clinical supervision as appropriate
- Supervision of social work students in placement
- To attend any 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

Information Resources

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

Research and Development

- Maintain professional competence & ensure evidence based practice by keeping up to date with current research & developments within social work, particularly in respect of palliative care.
- Be required to participate in clinical audits

Freedom to Act

- Works within defined policies and procedures
- Ability to recognise limitations of knowledge, skills and competencies and seek guidance from the Day Services Manager 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

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.

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: