

# Person Specification

St Cuthbert's Hospice



*Making every day count since 1988*

Post Title		Family Support Worker			Grade 4	Department Clinical	
Criteria relevant to the job	Essential	Requirements necessary for safe and effective performance in the job	Method of Assessment	Desirable	Where available, elements that contribute to improved/immediate performance in the job	Method of Assessment	
Qualifications and Training	NVQ level 3/4 in Health and Social Care or equivalent, or willingness to work towards NVQ level 4 foundation degree		Application form	Recognised Social work qualification Evidence of equivalent experience preferably in a palliative / end of life care setting		Application form	
Experience	<p>Experience of identifying client needs</p> <p>Experience of social care and/or emotional supportive services.</p> <p>Experience of supporting clients to meet their social, practical and emotional needs</p> <p>Experience of working as an advocate for patients/clients</p> <p>Experience of working as part of a multi-disciplinary team</p>		Application form/interview	<p>Some experience of providing psychological and emotional support to meet bereavement needs.</p> <p>Experience of providing social care and support to people with palliative/end of life care needs</p> <p>Experience of working with nursing, care and allied health professionals</p> <p>Experience of supporting people with grief and loss</p>		Application form/interview	
Skills and Knowledge	<p>Ability to manage and prioritise allocated caseload</p> <p>Ability to work effectively with other professionals</p> <p>Effective team worker</p>		Application form/interview	<p>Experience of facilitating groups</p> <p>Understand the role of volunteers</p> <p>Experience of SystmOne</p>		Application form/interview	

	<p>Excellent communication and interpersonal skills</p> <p>Good organisational skills</p> <p>Problem solving skills</p> <p>Knowledge of current care, support and safeguarding policy &amp; practice</p> <p>Understands the importance of respecting confidentiality</p> <p>Understand the emotional, physical and financial impacts of illness, disability, and bereavement on individuals and their families</p> <p>Computer literate and willingness to learn to use new software</p>			
Personal Attributes	<p>Tact and diplomacy in dealing with a variety of situations</p> <p>Self aware and able to deal with &amp; identify own stress</p> <p>Flexible in attitude to work, and undertaking of role</p> <p>Good collaborative working skills</p> <p>Understanding of and commitment to equality of opportunity and diversity procedures</p> <p>Able to demonstrate commitment to the values of St Cuthbert's Hospice</p>	Interview		
Special Requirements	Independently mobile with the ability to travel between the Hospice & the local community.	Application form	Confident using computer packages and IT (Word, Excel, Outlook)	Application form

**Signature of Post holder:**.....

**Date:** .....

**Signature of Manager:** .....

**Date:** .....