



St Cuthbert's Hospice

Making every day count since 1988

Person Specification

| Post Title | | Grade 4 | | Department Clinical | |
|-------------------------------------|---|-----------------------------|---|-----------------------------|--|
| Family Support Worker | | | | | |
| 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> | Application form/interview | <p>Experience of facilitating groups</p> <p>Understand the role of volunteers</p> <p>Experience of SystemOne</p> | Application form/interview | |

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| | <p>Effective team worker</p> <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 & 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> | | | |
| <p>Personal Attributes</p> | <p>Tact and diplomacy in dealing with a variety of situations</p> <p>Self aware and able to deal with & 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> | <p>Interview</p> | | |

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| 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 |
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Signature of Post holder:.....

Date:

Signature of Manager:

Date: