

ST RICHARD'S HOSPICE

JOB DESCRIPTION

Job Title: Specialist Palliative Care Social Worker

Responsible to: Head of Family Support

Accountable to: Care Director

Values:

Our Core Values underpin everything we do and all employees are expected to comply with our Values and reflect these in their day-to-day work.

Caring

Caring is at the heart of everything we do.
We are inclusive and treat everyone as an individual who we respect and value.
We take time to listen and respond to the needs of each person.

Compassionate

We work with empathy, sensitivity and understanding.
We are considerate, kind and fair.
We support and empower individual choice.

Committed

We are dedicated, reliable and hard working.
We continuously strive to deliver high-quality services.
We support each other and work together for the benefit of our patients and loved ones.

Professional

We aspire to be the best in everything we do.
We are innovative and develop our skills through continuous learning and evaluation.
We take responsibility for our actions and are accountable.

Job Summary:

To support St Richard's Hospice patients, children and families experiencing anticipatory grief and bereavement, and enabling patients and their families to achieve preferred options for end of life care. The post holder will work in collaboration with other members of the Family Support Team and the wider multi-disciplinary team and will be expected to contribute to the development of specialist palliative care services within St Richard's Hospice.



To provide emotional, social and practical support for the patients of St Richard's Hospice, and those important to them, and to contribute to the multi-disciplinary teams' understanding of such issues. The post holder will have particular responsibility to provide psychosocial support to patients and their families.

Main Duties and Responsibilities: -

Clinical

1. To hold a caseload of palliative care patients, children and families with complex needs, providing flexible and effective psychosocial support and take the lead on dealing with any safeguarding concerns.
2. To offer intervention methods from a professional knowledge base to promote healthy grieving and coping strategies.
3. To develop, facilitate and promote a variety of group work opportunities for children, and families, and adults alongside the wider multi-professional team.
4. To be involved in the Family Support and Bereavement Support South Worcestershire advice line rota and offer ad hoc support and advice to patients, families, clients and professionals.
5. To advise and participate in multi-disciplinary assessment and care planning and liaise with statutory social work agencies or local health agencies.
6. To provide flexible and effective social work services for patients and carers, including referral to internal and external support services and understand the local authority requirements of duty to assess patient's and carer's needs.
7. To help facilitate patient discharge from the in-patient unit in conjunction with the multi-disciplinary team and wider services available through Worcestershire County Council and health care providers, ensuring continuity of care.
8. To provide guidance and advice, within St Richard's Hospice, on issues relating to adult and child safeguarding matters, and to ensure that, where appropriate, external agencies are notified including Deprivation of Liberty Safeguards.
9. To provide advocacy support for patients, and those important to them, and where applicable, refer to external advocacy services
10. To work with schools, educational centres and other outside agencies to support children and families faced with loss and grief and to work with external agencies to promote hospice services to raise the profile of palliative care within Worcestershire.
11. Prioritise the workload, ensuring effective use of time.



12. Foster good relationships with the multidisciplinary team, other departments, external teams and visitors to the Hospice.
13. Work in partnership with teams across the Hospice to provide pre and post death support to patients and families.
14. Work collaboratively with external and internal colleagues on issues relating to palliative care. Including developing and maintaining good working relationships with external agencies.
15. Maintain accurate and contemporaneous records using the appropriate electronic records.
16. Where appropriate, work sensitively with people to support them with Advance Care Planning.

Leadership and Management

1. Provide support to Hospice students and volunteers including supervision as required.
2. To report regularly to the Family Support Management Team and report progress/shortfall in service, and identifying problem areas.
3. Provide specialist advice to Hospice staff on Social Work and safeguarding matters.
4. Undertake project work as delegated by the Family Support Management Team.

Research and Audit:

1. Demonstrate awareness of the importance of contributing to the on-going improvement of care and support, participating as appropriate in evaluation and development, and of involving the people receiving care and support in that process.
2. Analyse national policies and guidelines for improving palliative and end of life care to inform proposals for the development of the service.
3. To remain up to date on research and theories of intervention for bereaved children, young people and their families, including therapeutic support groups.

Education and Learning:

1. To maintain own personal development by attending appropriate courses and updates to maintain and develop skills and expertise



2. To undertake statutory, mandatory and role enhancement training as directed
3. Deliver and participate in formal and informal training to a variety of audiences at an appropriate level, using a range of teaching aids.
4. Develop and deliver internal and external training as required.

General Responsibilities of all Clinical Staff

Confidentiality

All employees must maintain confidentiality of information relating to;

- Personal information about our patients, their families and carers.
- Personal information about individuals who are supporters or otherwise involved in the activities organised by St Richard's Hospice.
- Information about the internal business of St Richard's Hospice.
- Personal information about colleagues working for St Richard's Hospice.

Employees must only use the information you have been authorised to use and for the purposes that have been authorised.

Information Governance

All staff are required to comply with all relevant legislation. Staff should be aware that they may be held personally accountable for any breaches of information security for which they may be held responsible.

All staff who process and has access to St Richard's documents and records is responsible for ensuring that they act in accordance with the relevant policies, standards guidance and procedures. They also have responsibility to complete any required training or provide evidence of training.

Training and Development

All staff must ensure they are up to date with the required statutory and mandatory learning for their role. Employees should regularly review their learning record on iConnect, identify when an update is required, and agree with their line manager when this will be undertaken.

All staff have a responsibility to participate in Individual Performance Reviews (IPR). IPR is a means of two-way communication which helps to ensure that the service provided by the Hospice maintains a high-quality standard, whilst helping staff to be properly equipped for their present or future roles within the Hospice.



Safeguarding

All staff are responsible to work to encourage a culture which embraces safeguarding the welfare of children, young people and vulnerable adults for whom they are responsible for or may come into contact with in the job role.

Infection control

All staff who are in direct contact with patients/clients have a responsibility to observe the precautions outlined in the Infection Control policy, to prevent further spread of infection thereby protecting patients and staff.

Equality Diversity and Inclusion

Staff at all levels have responsibility to comply with the Equality, Diversity and Inclusion Policy and treat others with respect and dignity. The personal commitment of everyone to the policy and the application of its principles are essential to eliminate discrimination and provide equality and equity throughout the organisation.

Health and Safety

St Richard's Hospice is committed to ensuring, so far as is reasonably practicable, the health safety and welfare of staff, volunteers and patients, together with those that may be affected by our activities. All staff have a responsibility to promote a positive Health and Safety culture within the organisation and seek guidance from the line manager if unsure about any issues relating to health and safety.

Job Description

This job description is not exhaustive, and duties may be reviewed from time to time and revised and updated in consultation with you.

In addition to the above, all staff must undertake to familiarise themselves with and comply with all St Richard's policies relevant to their role.

Signed.....Date.....



ST RICHARD'S HOSPICE

PERSON SPECIFICATION

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Responsible to: Head of Family Support

Accountable to: Care Director

	Essential	Desirable
Education, Qualifications and Training	<p>Recognised qualification in Social Work, e.g. BA, BSc, Ma Diploma in Social Work, Certificate of Qualification in Social Work.</p> <p>Training in working with loss and grief.</p> <p>Training in children and families with an interest in adults</p> <p>Current registration with Social Work England</p>	<p>AYSE or willing to working towards</p> <p>Practice Educator Qualification Stage 1 and 2.</p>
Experience	<p>Experience of working with people and their families who are living with an illness that cannot be cured.</p> <p>Experience of working in loss and grief.</p> <p>Experience of engaging and working with bereaved children and families.</p> <p>Experience of setting up and facilitating support groups.</p> <p>Experience of multi-disciplinary and multi-agency working, planning and reviewing.</p>	<p>Working with multi-disciplinary teams within a health care setting</p> <p>Experience of working with and supporting volunteers and students.</p> <p>Range of creative skills and ability to engage with children of all ages and abilities and their families</p> <p>Experience of developing and delivering training to other professionals.</p> <p>Experience of undertaking mental capacity assessments and working</p>



		with best interest decision planning
Knowledge	<p>Substantial knowledge of the assessment of needs for patients, their children and families in a health care environment</p> <p>Specialist relevant legal knowledge (e.g. Mental Capacity, Deprivation of Liberty safeguarding, Best Interests, Safeguarding).</p> <p>Knowledge and understanding of issues relating to grief and loss</p> <p>Understanding of group dynamics</p> <p>Have a good understanding of Adult and Child Safeguarding.</p>	
Skills and Abilities	<p>Good active listening and communication skills.</p> <p>Excellent written and verbal communication skills and ability to relate to a wide range of people.</p> <p>Good IT skills and knowledge of Outlook diary management</p> <p>Competence in word processing, spreadsheets, and databases.</p> <p>Strong organisational and prioritising abilities.</p> <p>Ability to facilitate group work which includes evening and weekend working.</p>	Counselling skills



	Ability to be an effective team worker as well as being able to work autonomously as appropriate	
Personal Qualities and Aptitudes	<p>Well-developed interpersonal and communication skills.</p> <p>Evidence of strategies for self-care.</p> <p>A flexible approach to work and willingness to learn.</p> <p>A strong belief in the rights of client's privacy, dignity and choice.</p> <p>Commitment to equal opportunity, anti-discriminatory and anti-oppressive principles and practice.</p> <p>Ability to travel independently throughout the county with current UK driving licence and access to vehicle.</p>	Proven experience of producing clear and precise reports.