



Hospice Care

JOB DESCRIPTION

Job title: Family Support Referral Team & Case Worker

Operational management: Lead for Family Support & Bereavement (Adults)

Supervised by: Lead for Family Support & Bereavement (Adults)

Hours of work: 18.75 hrs flexible working pattern

Key working

Relationships internally: Lead for Family Support & Bereavement (LFSB),
Lead for Phoenix (LP) Service
Family Support Referral and Community Engagement
Co-ordinators
Members of the FS & B Team
Wider Hospice MDT

ROLE PURPOSE:

The diagnosis of a life-limiting illness can bring many life changes and challenges. Not only are there the physical and medical aspects of an illness to cope with, but other aspects including the impact on the future, family and working life, leisure and social activities, housing and financial security. The Family Support and Bereavement team work with individuals and families to support and enable them to consider and adjust to the challenges and changes which they face following the diagnosis of a life limiting illness, and into bereavement.

As part of our Family Support and Bereavement Team there are two main focus to the post holder's work:

- a) They will work under guidance delivering a holistic client centred approach to our initial assessment and triage of referrals for patients and relatives who are facing or who have experienced bereavement. This telephone work will include offering an initial opportunity for clients to discuss their concerns and queries, and uses our assessment framework to consider client needs and match these to support available in the community and/or within the St Giles FS & B team. As part of this the post holder will hold their own caseload of telephone support.
- b) They will manage a caseload of patients/clients and family members who have complex psycho-social needs working within the framework used by the FS& B Team.

Supervision for the role will be provided by Lead for Family Support & Bereavement (Adults).

KEY RESPONSIBILITIES

Clinical Practice

- Referrals Team (Telephone)

The post holder will work in collaboration with other members of the Referrals Team to:

- Assist in co-ordinating in-coming referrals and any follow-up contact before allocation
- Undertake initial assessments both pre and post-bereavement in a holistic way, considering the needs and risks of patients and their relatives, identifying their respective psychological, social, cultural, spiritual and physical needs in line with the NICE guidelines (2004) and provide guidance, signposting, ad hoc support and make on-going referrals as appropriate
- Identify areas of concern, risk or safeguarding and work with the Service Leads with regard to these
- Be available to manage a caseload of short-term telephone support to clients eg who are being assessed or on the waiting list
- Attend and participate in the multi-disciplinary team meetings as part of a FS & B team rota – establishing and maintaining a network of relationships within the Hospice in order to liaise as appropriate regarding referrals
- Develop and maintain appropriate organisational liaison with external agencies such as GPs, hospitals, community social workers, schools, CAMHS and other voluntary organisations, with a view to empowering patients and families through knowledgeable sign-posting and being able to make on-going referrals after discussion with the clinical leads.
- Participate actively in team debrief reflections and processes
- Support service leads in the co-ordination and delegation of client work to volunteers and other staff
- Maintain confidential, accurate and up-to-date records using electronic systems and fulfil any administrative requirements including being involved in collection of statistics

- Caseload

The post holder will work under supervision to:

- Deliver a 'menu' of clinical services to patients/clients and family members who have been allocated through the FS&B Referral and Triage processes. Clients will have complex psycho-social needs and a holistic and flexible person centred and systemic approach will be taken. The post-holder's 'menu' will include face to face assessment, providing

information and advice, offering practical support, telephone support, one-to-one support, facilitation of couple/family sessions.

- Participate in multi-professional meetings as requested.
- Reflect on and keep alert to personal limitations within their scope of practice, discussing this with the clinical leads and making referrals, as appropriate.
- If requested, being available to provide support/supervision to volunteers within the FS& B Team.

Education

- Work as part of a team delivering educational programmes for hospice staff, volunteers and other professionals

Research and audit

- Participate in audit and research

Professional

- Ensure that personal clinical supervision, mandatory training, professional development and an annual appraisal are all undertaken
- Act as an ambassador for St Giles Hospice, and support the fundraising and community work of the department
- If holding a professional registration – be pro-active in maintaining the standards of professional accountability in practice as determined by HCPC, BACP and any other relevant professional body
- Be conversant and compliant with the policies and procedures of St Giles Hospice.

| Person Specification | | Essential/ Desirable | How assessed? |
|-----------------------|--|-------------------------|------------------|
| Qualifications | <ul style="list-style-type: none"> • Good general education | Essential | AF, C |
| | <ul style="list-style-type: none"> • Appropriate qualifications and/or transferable qualifications/skills to successfully manage a client caseload of psycho-social needs (ie social and emotional needs, family dynamics, understanding relevance of mental health history, understanding of social care systems and practical issues) | Essential | AF, C, I |
| | <ul style="list-style-type: none"> • Counselling qualification at least Certificate level | Desirable | AF, C |
| | <ul style="list-style-type: none"> • Supervision qualification or experience | Desirable | AF, C |
| Skills and Experience | <ul style="list-style-type: none"> • Excellent active-listening interpersonal skills | Essential | I |
| | <ul style="list-style-type: none"> • Ability to communicate effectively verbally and in writing eg making a presentation, writing case notes | Essential | AF, T |
| | <ul style="list-style-type: none"> • Demonstrable understanding and experience of assessing the needs of individuals and families and being able to collaborate with them to match these with available resources | Essential | AF, I, T |
| | <ul style="list-style-type: none"> • Awareness of risk and knowledge/willingness to undertake training in safeguarding for adults and children | Essential | C, I, T |
| | <ul style="list-style-type: none"> • Skills and/or experience of working with children and young people or willingness to learn | Essential | AF, I |
| | <ul style="list-style-type: none"> • Proven experience of managing a caseload | Essential | AF, I |
| | <ul style="list-style-type: none"> • Experience of working within the framework of a specified model and to limited time or willingness to learn | Essential | AF, I |
| | <ul style="list-style-type: none"> • Experience of working effectively both independently eg being able to follow | Essential | AF, I |

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| | <p>through on tasks without immediate supervision and to know level of own competency AND as part of a team eg collaborative working, strong networking and liaison skills</p> <ul style="list-style-type: none"> • Proven skills/ability to constructively support others • High degree of organisational skills eg ability to define priorities and timetable their achievement • Demonstrable computer literacy skills and ability to work with accuracy (Word, excel, outlook or equivalent) | <p>Essential</p> <p>Essential</p> <p>Essential</p> | <p>AF, I</p> <p>AF, I</p> <p>AF</p> |
| Knowledge | <ul style="list-style-type: none"> • Demonstrable understanding of palliative care, loss and bereavement • Of holistic client assessment • Of how an MDT works • Of health, social care and third sector services • Understanding of ethical issues eg confidentiality and boundaries • Some understanding of common mental health problems | <p>Essential</p> <p>Essential</p> <p>Desirable</p> <p>Desirable</p> <p>Essential</p> <p>Desirable</p> | <p>AF, I</p> <p>AF, I, T</p> <p>AF, I</p> <p>AF, I, T</p> <p>AF, I, T</p> <p>AF, I, T</p> |
| Experience | <ul style="list-style-type: none"> • Assessment of client needs, including awareness of equality and diversity, risk and safeguarding issues • Minimum of 3 years within counselling/ social / health care/ pastoral setting working with individuals and/or with groups • Confident building relationships with others over the telephone • Experience of working in a short-term way • Working with volunteers | <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Desirable</p> <p>Desirable</p> | <p>AF, I, T</p> <p>AF and references</p> <p>AF, I</p> <p>AF, I</p> <p>AF</p> |

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|--------------|--|-----------|-------|
| | <ul style="list-style-type: none"> Working with individuals and families who are facing or have been bereaved and/or understanding of how families might work/experience tensions at these times Effective skills/experience presenting to/working with groups | Essential | AF, I |
| | | Desirable | AF, I |
| Attributes | <ul style="list-style-type: none"> Willingness to learn and develop individually and as part of the team Empathic and reflective practitioner A strong commitment to and respect for equality and diversity Ability to give and receive constructive feedback Able to work flexibly Full driving licence and access to vehicle | Essential | AF, I |
| | | Essential | I |
| | | Essential | I |
| | | Desirable | I |
| | | Essential | I |
| | | Desirable | AF, C |
| Availability | <ul style="list-style-type: none"> To be able to work on Tuesdays | Essential | |

Methods of assessment:

- AF - Application form
- C - Certificates needed
- I - Interview
- T - Test