**Primrose Hospice & Family Support Centre**

**Job Description**

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| **Job Title:** | **Family Support Team Social Worker** |
| **Reports to:** | **Head of Family Support** |
| **Hours:** | **30 hours per week** |
| **Salary:** | **£30,000 FTE / £24,000 Actual** |
| **Location:** | **Coppice Centre, Primrose Hospice** |

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| **Purpose of the Post** |
| To support patients 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 palliative care services within Primrose Hospice. |

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| **Main Operational Duties & Responsibilities** |
| The Family Support Team Social Worker will:   * Provide a skilled, palliative social work service to those individuals, children, adults and families at highest risk of social, emotional and/or family breakdown during end of life care and bereavement within the hospice, bedded unit and the community. * Assist in identifying, assessing and monitoring the impact of non-curative illness, dying and bereavement on individuals and family dynamics. * Design, implement, monitor and evaluate individual and family interventions to promote the social and emotional well-being of all those affected, patients, carers and family. * Provide and engage external support provision in a timely manner in order to meet the needs of patients and their families. * Have shared responsibility for managing the social work students on placement. * Support and work alongside the volunteers within the Family Support Service. * Promote, facilitate and support a variety of resources and increase opportunities for family and group work with patients, adult carers, and bereaved clients. * Work with external community agencies and resources to promote support services for palliative care patients and families. * Liaise with health, education, community and social care professionals for the benefit of Primrose clients as necessary. * Initiate and facilitate referrals to external providers where appropriate to optimise the use and development of resources available in the community. * Assist in the collation of user feedback and undertake needs analysis, research and audit to inform service development as required. * Assist in educating and supporting the Hospice staff and volunteers and provide safeguarding advice, management and support alongside the designated Safeguarding Lead. * Maintain accurate and comprehensive computerised records which reflect the assessment and intervention process whilst also upholding patient confidentiality in line with Policy set out by Primrose Hospice. * Work alongside the wider multidisciplinary team, both internal and external to Primrose in promoting the Rehabilitative Palliative Care approach enabling people to live fully until they die. * Attend all relevant hospice team meetings as required. |

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| **Key Working Relationships** |
| * Line Manager * Departmental colleagues * Senior Leadership Team * All other staff * Volunteers * Trustees * Service users |

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| **Working Conditions / Environment** |
| * There will be contact at times with service users and supporters who are experiencing considerable emotional distress. * The role involves working on a computer for considerable amounts of time. * Working in the community, within service users homes, community provision and statutory agency provision will be part of the role. |

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| **General** |
| **Job Description Limitations**  The post holder is expected to undertake any other duty within their ability and within reason, as may be required from time to time, at the direction of the line manager. This Job Description is not intended to be restrictive and should be taken as the current representation of the nature of the duties involved in the job and has to be flexible to cope with the changing needs of the job and the Hospice.  **Training & Review**  All employees will undertake and comply with mandatory training requirements, ensuring training is up to date at all times. Staff will attend and contribute to regular 121’s with their line manager and comply with the appraisal process.  **Assistance**  The Hospice has the advantage of being supported by a number of volunteers. If a volunteer is assigned to assist at any time, the post holder will still retain responsibility for the requirements of this job in terms of accuracy, efficiency and standards of completion. The post holder will also ensure good communication and be mindful of their responsibility towards that volunteer in terms of Health and Safety.  **Confidentiality**  Employees must be aware of the confidential nature of the Hospice environment. Any matters of a confidential nature, relating to patients, carers, relatives, other service users, staff or volunteers must not be divulged to any unauthorised person.  **Data Protection**  The post holder must make themselves aware of the requirements of the Data Protection Act and General Data Protection Regulation and follow local codes of practice to ensure appropriate action is taken to safeguard confidential information.  **Health and Safety**  Employees are required to take reasonable care for their own health and safety and that of others who may be affected by their acts or omissions. Employees must ensure that statutory regulations, policies, codes of practice, safety and good house-keeping rules are adhered to, attending training sessions as required.  **Hospice’s Core Purpose**  It is expected that staff will be committed to the core purpose of the Hospice and will act as an ambassador for the Hospice, actively promoting it throughout their role. It is also hoped that as the Hospice is heavily reliant on charitable donations staff will support promotional activities where possible showing support to colleagues in the spirit of team working.  **Other**  All employees are expected to:   * work within Hospice’s policies and procedures * take responsibility for the quality of their work * observe a duty of care in relation to equipment and resources used in the course of their work * participate in and contribute to staff meetings * behave in a professional manner, reflecting and maintaining Primrose’s core values * demonstrate a commitment to their own development, taking advantage of educational and training opportunities and developing their own competence * support and encourage harmonious internal and external working relationships. |

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| **Job Holder’s Name:** |  |
| **Job Holder’s Signature:** |  |
| **Line Manager’s Name:** |  |
| **Line Manager’s Signature:** |  |
| **Date Agreed:** |  |

Primrose Hospice & Family Support Centre is committed to an equal opportunities approach in everything we do.

This means that we seek to ensure anyone connected with Primrose Hospice, from patients and families through to donors, supporters, volunteers and staff are treated fairly, appropriately and with dignity and respect.