**Primrose Hospice & Family Support Centre**

**Person Specification**

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| **Job Title:** | **Family Support Team Social Worker** |

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| **Qualifications / Registration** | **Essential** | **Desirable** |
| Qualified social worker, CQSW, DIPSW degree or equivalent | **x** |  |
| Professional registration with Social Work England | **x** |  |
| Possess full UK driving licence, and have held a full licence for 12 months. Have access to own vehicle or demonstrate the ability to travel across the Redditch and Bromsgrove district | **x** |  |
| Post-qualification award, in relevant area, e.g. palliative care, multi-agency working, family therapy |  | **x** |

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| **Knowledge / Experience** | **Essential** | **Desirable** |
| Social work experience in complex environments with responsibility for managing own caseload | **x** |  |
| Experience of working in an environment with vulnerable service users and being responsible for safeguarding decisions | **x** |  |
| Understanding of the hospice environment |  | **x** |
| Experience of working with grief, loss, death and bereavement, welfare benefits, children, adolescents, family work, group work |  | **x** |
| Experience of working with volunteers |  | **x** |

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| **Skills / Abilities / Behaviours** | **Essential** | **Desirable** |
| **Relating to others -** able to:* quickly build rapport and easily establish relationships with individuals and families
* work at depth with complex issues
* work alongside and interact with others in a sensitive and effective way
 | **x** |  |
| **Assessment -** able to:* identify and assess patient and family needs with respect to financial, physical, emotional and psychological vulnerability and strengths.
 | **x** |  |
| **Communication -** able to:* utilise skilled verbal communication in all areas of practice to achieve best possible outcomes for patients and families
* writes fluently, clearly and concisely
 | **x** |  |
| **Advocacy -** able to:* negotiate on behalf of patients and families
* support client group in decision making
 | **x** |  |
| **Team working -** able to:* develop effective and supportive relationships with internal and external colleagues
* collaborates with colleagues to provide effective service provision
 | **x** |  |
| **Organisation -** able to**:*** manage own workload
* organises own time effectively
* works independently in the day to day implementation of social work practice
* develop and maintain own emotional resilience
 | **x** |  |
| **Commitment to professional development -** able to* identify own learning need
* maintain professional development
 | **x** |  |
| Able to work occasionally out of hours to meet service delivery needs. | **x** |  |
| Excellent written and oral communication skills | **x** |  |
| Excellent IT skills, including MS Word and Outlook | **x** |  |

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| **Personal Attributes** | **Essential** | **Desirable** |
| Team player who is trusted and respected | **x** |  |
| Commitment to the culture, purpose and values of the Hospice | **x** |  |
| Honest, reliable, trustworthy and dedicated to the role | **x** |  |
| Empathetic nature, especially when supporting those accessing services | **x** |  |
| Self-motivated and able to show initiative | **x** |  |

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.