

# st michael's hospice

## JOB DESCRIPTION

<b>Job Title:</b>	Social Worker
<b>Job Location:</b>	St Michael's Hospice, Upper Maze Hill, St Leonards-on-Sea
<b>Responsible to:</b>	Senior Social Worker

### 1. MAIN PURPOSE OF THE ROLE

- 1.1 Be a member of the interdisciplinary palliative care team. Undertake holistic and specialised social work assessments. Support provision to enable people to develop creative and personalised solutions and to make informed choices to manage their health, social wellbeing and lives independently for as long as possible.
- 1.2 To work within the psychosocial team of staff and volunteers to provide holistic emotional and practical support for patients, families and carers, developing integrated services to optimise all aspects of social wellbeing.
- 1.3 Advocate a person-centred approach, underpinned by a focus on optimising the capacity and strengths of patients, carers, families and communities, across all hospice services. Take a lead in promoting safe care through early intervention and crisis management and key in promoting safeguarding principles.
- 1.4 Provide a source of social work expertise and advice to the interdisciplinary team on social care issues, emotional and relationship complexity and risk.

### PRINCIPAL RESPONSIBILITIES

#### 2. Clinical Responsibilities

- 2.1 As an autonomous practitioner, undertake specialised social work assessment of patients, carers and family's needs, taking into account social, financial, cultural, psychological, spiritual and an evaluation of risk.
- 2.2 Work as a key member of the hospice interdisciplinary team to undertake holistic assessments of new patients, identifying their goals and priorities and co-creating a personalised support plan including referral to other services, both internal and external as appropriate.
- 2.3 Assess the person and their family's social assets, strengths, emotional resilience, coping strategies and challenges through the use of social work skills and discussion with the multi professional team.
- 2.4 Undertake specialist social work assessments to formulate support plans to meet need in liaison with the patient's network, other community resources and the interdisciplinary team.

- 2.5 Contribute to the development, implementation and evaluation of comprehensive carer support services at St Michael's Hospice.
- 2.6 Evaluate and review the patient and family's needs, tailoring input and adapting their support plans as needed including closing cases as appropriate.
- 2.7 Recognise and support the specialist social work needs of people with mental health needs, learning disabilities and other vulnerabilities and co morbidities, providing expert guidance to the interdisciplinary team.
- 2.8 Identify and evaluate risk as it relates to patients, carers, children and professionals and respond appropriately as per hospice policies, referring to statutory services where necessary.
- 2.9 Utilise best practice social work and palliative care outcome measures and goal-orientated patient documentation on Crosscare, consistent with department standards and organisation wide initiatives to ensure and evidence quality and effectiveness.
- 2.10 Contribute to the delivery of the Wellbeing Programme by planning, facilitating and evaluating group sessions in line with area of professional specialism.
- 2.11 Exemplify and promote the principles of Rehabilitative Palliative Care; working in partnership with interdisciplinary colleagues to actively practice person-centred goal setting, focus on function, enablement and supported self-management throughout hospice services.
- 2.12 Use advanced communication skills at all times in interactions with patients, family members, carers, important others, team members, colleagues and external partners. Including:
- 2.13 Use of tact and empathy to communicate difficult and challenging information including highly emotional topics relating to death, dying, deterioration and loss.
- 2.14 Encourage participation in care and wellbeing by using skilled motivational interviewing, negotiation and reassurance.
- 2.15 Offer assistance, support and information regarding Department of Work and Pensions welfare benefits, health benefits, financial, legal and housing problems. Refer onto specialist external support to address more complex financial distress when necessary.
- 2.16 Provide specialist psychosocial support to patients, carers and relatives including support to children and young people, using individual, group and family meetings to help to resolve difficulties and improve communication. Signpost and refer on to other services as appropriate.
- 2.17 Assist parents, grandparents and kinship carers to plan for their children's future by offering practical and emotional guidance, involving children and young people where possible and appropriate to do so.
- 2.18 Contribute to the practice of robust Transfer of Care processes between hospice settings across the organisation to ensure these are person centred and planned for in a co-ordinated, timely way. Supporting the interdisciplinary team with complex needs/risk and take a lead role in linking with Local Authority social care staff.

- 2.19 Participate in an integrated approach to care through joint working, attending interdisciplinary team meetings, case reviews and family meetings, offering specialist advice, guidance and recommendations as appropriate.
- 2.20 Organise, facilitate and lead on complex family and/or professionals meetings.
- 2.21 Liaise between the hospice, Local Authority, NHS Integrated Continuing Health Care Team and other community agencies on behalf of patients and family members.

### **3.0 Organisation/Leadership Responsibilities**

- 3.1 Be part of the team of Designated Safeguarding Officers, under the guidance of the Safeguarding Leads, ensuring best practice in safeguarding decision making and action, as set out in Safeguarding Children and Adults policy. Provide guidance and training to staff in partnership with other Designated Safeguarding Officers and Leads.
- 3.2 Contribute expertise to the interdisciplinary team on best practice in relation to Mental Capacity and Deprivation of Liberty Safeguards/Liberty Protection Standards, completing capacity assessments and contributing to Best Interest meetings when required.
- 3.3 Proactively contribute to a range of interdisciplinary MDT meetings, for patients, carers and families across all hospice services, ensuring discussion is person-centred and action based.
- 3.4 Take responsibility to inform and raise awareness of key issues involved in working with people from diverse socio-economic, ethnic and cultural backgrounds and role model anti discriminatory practice in keeping with St Michael's Hospice Equality, Diversity and Inclusion policy.
- 3.5 Provide line management and individualised clinical supervision and best practice guidance to Wellbeing Assistants and Volunteers.
- 3.6 Work with the Voluntary Services Team to recruit, train, deploy and supervise social work volunteers. Proactively taking responsibility for ensuring that they feel valued and supported, are engaged in supporting patient activities either individually or in groups, and are safe and adherent to standards/competencies within the boundaries of their roles.
- 3.7 Contribute to the induction and orientation of new staff and students on placement from a variety of disciplines.
- 3.8 Effectively organise and manage changing responsibilities of clinical caseload, project work, and non-patient facing roles.
- 3.9 In partnership with the Senior Social Worker, be involved in the development of the Wellbeing Programme and Social Work services through co-creation of new groups /services, quality improvement projects, and clinical audit.
- 3.10 Participate in external meetings or events to represent Wellbeing Services or St Michael's Hospice at the request of the Senior Social Worker.
- 3.11 Reflect on working environment and where necessary challenge practices, systems and processes to uphold professional standards as set out by Social Work England.

### **4.0 Education and Research**

- 4.1 Actively engage in and to contribute to education initiatives relevant to expertise, experience and personal development objectives – be part of a team culture where education is recognised and practiced as a core element of service provision.

- 4.2 Contribute to training regarding the role of the specialist palliative care social worker, psychosocial palliative care, safeguarding, mental capacity and DOLS and any other area of specialist expertise.
- 4.3 Keep up to date with research, national guidance and policy relevant to social work and palliative care service provision and, ensuring clinical practice is adjusted in accordance with current recommendations and best evidence-based practice.
- 4.4 Ensure that own practice is evidence-based practice, embedding this as a core element of individual appraisal objectives, in-service training and any education initiatives delivered.
- 4.5 Where appropriate, contribute to research initiatives relevant to service and strategy, in accordance with the hospice research policy.

## **5.0 Personal and Professional Development**

- 5.1 Uphold the standards of professional conduct laid down by Social Work England and to maintain all requirements for ongoing professional registration with this body.
- 5.2 Identify own learning and development needs in order to meet the key requirements of the post and linking these with hospice appraisal and objective setting process.
- 5.3 Take responsibility for regularly completing and recording own continuing professional development (CPD) activities; participating in regular supervision, actively seeking to develop skills/knowledge, and utilising learning from reflection.

## **6.0 Additional Responsibilities**

- 6.1 Maintain up-to-date adherence to all Statutory and Mandatory Training appropriate to role. To be aware of and adhere to all local policies/protocols.
- 6.2 Carry out duties with full regard to the Company's Equalities and Diversity Policies.
- 6.3 Act as a responsible individual in relation to Health and Safety and be aware of the responsibilities of all employees to maintain a safe and healthy environment for patients, visitors, staff and volunteers.
- 6.4 Ensure that all duties are carried out to the highest standard, and in accordance with current quality initiatives within the work area.
- 6.5 Carry out any other duties, within an appropriate level of responsibilities as required.
- 6.6 Undertake regular out of hours working patterns and flexible hours as the need arises to maintain safe patient practice.
- 6.7 Ensure confidentiality at all times within the Hospice.
- 6.8 Support and participate in the fundraising activities of the Hospice wherever possible.
- 6.9 Be an ambassador for the Hospice.
- 6.10 Ensure that the disclosure and use of confidential staff information is both lawful and ethical, and to recognise own responsibility for compliance with relevant legislation.
- 6.11 Promote, at all levels, the Company's vision, values and strategic objectives.

6.12 Hold DBS and Occupational Health clearances appropriate to the role.

Note: these are obtained and checked as part of the recruitment process and reviewed in line with company policy or if a change in circumstances is declared or comes to light.

This job description is not intended to be exhaustive and may be reviewed at any time to meet the needs of the business.

## PERSON SPECIFICATION

<b>Post Title:</b>	Social Worker	
<b>Department:</b>	Wellbeing Services	
	<b>Essential Criteria</b>	<b>Desirable Criteria</b>
<b>Education / Qualifications</b>	<ul style="list-style-type: none"> <li>• Qualification in Social work, e.g. Degree, Masters or DipSW</li> <li>• Registered with Social Work England</li> </ul>	<ul style="list-style-type: none"> <li>• Post graduate courses or evidence of Palliative Care specific CPD</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Significant post graduate experience of working with variety of Service User Groups, carers and family members across different specialities</li> <li>• Experience of working within an InterDisciplinary Team</li> <li>• Experience of working within a community setting</li> <li>• Experience of working with children and young people</li> </ul>	<ul style="list-style-type: none"> <li>• Experience working within palliative care, life threatening or life limiting illness, or with the elderly</li> <li>• Experience of working in Statutory Mental Health or Children's services.</li> <li>• Experience of leading projects and service developments</li> <li>• Experience of managing distressing situations and evidence of emotional resilience</li> </ul>
<b>Skills/Ability/ Knowledge</b>	<ul style="list-style-type: none"> <li>• Excellent holistic Social Work assessment and support skills</li> <li>• Proven social work support skills and evidence-based practice</li> <li>• Knowledge of strengths/asset based approach</li> <li>• Knowledge of Safeguarding legislation and processes for adults and children</li> <li>• Knowledge of mental capacity act and deprivation of liberty safeguards</li> <li>• Advanced communication and interpersonal skills to enable effective, sensitive communication with patients, families and colleagues in complex emotional situations</li> <li>• Excellent caseload management skills across various settings</li> <li>• Clear, concise verbal and written reporting /documentation</li> <li>• Ability to facilitate family and professionals meetings around complex issues</li> <li>• IT skills including MS word, excel and outlook</li> <li>• Commitment to development of specialist palliative care knowledge/experience</li> <li>• Evidence of commitment to continuous professional development and evidence-based practice for self and others</li> <li>• Ability to work effectively autonomously and as an integral member of a interdisciplinary team</li> <li>• Effective time management skills</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of Palliative Care Outcome Measures</li> <li>• Project management skills – ability to implement, lead and deliver projects within timeframe and in line with specified milestones and outcomes</li> <li>• Understanding of the philosophy and practice of rehabilitative palliative care</li> <li>• Designing and delivery training to multi-professional audiences</li> </ul>
<b>Qualities/ Attributes</b>	<ul style="list-style-type: none"> <li>• Positive, constructive, solution focused attitude</li> <li>• Affinity to work with people and build effective and open working relationships</li> <li>• Confidence to assertively advocate for patients and family members priorities and needs</li> <li>• A commitment to the development of the hospice</li> </ul>	
<b>Other</b>	<ul style="list-style-type: none"> <li>• This post requires travel across rural areas of Rother, inaccessible by public transport, therefore ability to drive or have access to own transport is essential.</li> </ul>	

