

**Job Description**

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| **Post Title:** | ***Social Worker*** |
| **Reports to** | Social Worker Team Leader |
| **Purpose of the post:** | The Social Workers are part of a multidisciplinary team providing care to individuals who are terminally ill, the people caring for them, their families and supporters and those subsequently bereaved. |

**Organisation Position**

Director of Care

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Social Worker Team Leader

**Social Worker**

**Key Responsibilities**

1. To respond to the emotional, psychological and social needs of individuals and families who use hospice services and identify those people involved who may require extra support. To assess referrals and offer advice about alternatives where appropriate.

1. Offering intervention to work with these needs through:
	* + Specialist assessment
		+ Crisis management: to team, including volunteers or in any setting in the hospice, e.g wards
		+ Support for patients and families in identifying changing care needs and accessing the services able to meet the needs, both practical and financial.
		+ The use of counselling and therapy skills with individuals, with recognised qualifications and expertise
		+ Group work – initiating range of ways of working with user groups, based on research and response to user demand. Conducting pilots and reporting results to the Team Leader. Managing the responses if groups have to close, or be suspended.
		+ Family work –engaging with all age groups affected by illness within our user groups; using specialist skills to manage complex situations, in the community as well as within the hospice advocacy
		+ Participation in the MDT. Taking a lead in MDM on social and psychological considerations, as well as wider service issues such as how local services are operating.
		+ Advising about issues of safeguarding, mental capacity and best interests.

1. Providing appropriate bereavement care to individuals and groups. Being responsible for the running of all bereavement groups provided, from responding to requests to join, to the supervision of the volunteers involved, ensuring enough staff are always available at each session and all participants feel safe and supported in what is often a challenging environment. Assessing, in the moment, the best way to meet a variety of presenting needs
2. Participation in our specific children’s service called ‘ Elephants Never Forget’. Directing and planning the activities undertaken as part of this service, including health and safety issues arising from the use of other venues, including outdoor activities, safeguarding issues, and social concerns such as accessibility based on location and cost. Innovating and developing a service based on evidence based research, taking into account resource implications for the hospice, identifying the best use of limited resources and alternatives within the community.

Acting as a source of advice and expertise to outside agencies such as schools, GP practices, hospital services and other agencies. Signposting enquirers to national services and resources, ordering and maintaining resources for use within the hospice. Providing training and mentoring if appropriate.

1. Acting as a resource to staff informally and formally through clinical supervision. Undertaking clinical supervision with a range of staff
2. Liaison with statutory and voluntary agencies to achieve agreed goals, e.g. discharge planning, welfare rights, specialist support. Acting as a link to partner organisations, e.g. Hope House, Social care sector, CPAG.
3. Generating information and expertise of local and national resources for the benefit of the Team and Hospice users.
4. Teaching within the Hospice and without on social care issues and psycho-social aspects of palliative care. Developing bespoke training packages either for in-house education or to the wider community, e.g. within the nursing home sector, and to retail and reception staff within the hospice. Teaching on the advanced Essential Elements course, delivering Mandatory training to all staff.
5. Through training and supervision of volunteers in bereavement work. Devising and delivering a training scheme for volunteers. Leading sessions and mentoring newer staff to contribute to the teaching. Assessing and interviewing participants, mentoring new volunteers and running supervision groups, again whilst training newer social workers in these roles. Acting as a mentor to any volunteer working for the team, as required. Organising and running on-going training events for the whole bereavement service volunteer group. Leading the review process of the Strollers group and planning and implementing its future direction.
6. Knowledge of legislation relevant to the role: Safeguarding of adults and children, MCA, DOLS and to act as a resource for colleagues, and to deliver mandatory training.
7. An ability to promote the Social Work role clearly as the growth and development of the Hospice demands. Negotiating with senior staff on wards, day units and community services to use the social work service as efficiently and economically as possible in the face of competing interests and demands, through innovation, compromise and dialogue.
8. Maintaining confidential records, in accordance with hospice policies and procedure
9. Support initiatives both hospice wide, and specific to departments to manage aspects of existing services and developments to increase good practice.
10. To supervise students, to provide supervisees across the hospice with information about the social work role, and offer appropriate opportunities for direct learning.

This list of duties is not intended to be exhaustive but indicates the main area of work and may be subject to change following agreement to meet the changing needs of the department.

**Additional Requirements**

* You must have either CQSW, CSS, Dip SW or Social work degree. You must be registered with Social Work England.
* An enhanced DBS is required for this role.
* Promote and incorporate equality and diversity in all aspects of the team’s operations and in the public domain

The above job description is a summary of the main responsibilities of the postholder, and not an exhaustive list of duties to be undertaken. The duties may be redefined in accordance with the demands of the service. Any redefinition will be subject to discussion between yourself and your manager and be within your level of competence.

**Supplementary Information and Requirements**

All new Hospice employees are on a six-month probationary period.

***Health and Safety***

In accordance with the Hospice’s Health & Safety Policy all employed persons while at work are required by Section 7 of the Health & Safety at Work Act to take reasonable care of their own health and safety and that of others who may be affected by their acts or omissions.

***Appraisal***

All employees are required to participate in the Hospice’s appraisal process (permanent contracts only)

**Person Specification**

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|  | **Essential**  | **Desirable**  |
| **Qualifications / Training**Level of education necessaryProfessional and post basic qualificationsSpecialised training required for post | DegreeCQSW / DIP SW | CounsellingPalliative careSupervision experiencePractice teacher |
| ExperienceLength, type and level of post related workexperience required (additional or alternative to qualifications above) | Post qualification experience in statutory services | Post qualification experienceWork in health-related field |
| Skills & KnowledgeRange and level of skills Depth and extent of knowledge required | Assessment / analysisDecision makingIssues around lossFamiliarity with mixed age groupsComputer literateAbility to work under pressure | Experience of volunteers group workTeaching / trainingKnowledge of multi-disciplinary work |
| Aptitudes & Attributes Required | SensitiveEnthusiastic about learning new skills / initiativeInterested in self developmentAble to work as part of a team and independentlyAbility to work in stressful circumstances | OrganisedFlexibleInnovative and creative |
| Other Requirements | Hold driving licence and have a car available for work as neededPrepared to work flexible hours including occasional weekends and out of hoursWillingness to undergo further training as requiredPrepared to work anywhere in catchment area (Shropshire, Telford & Wrekin, Mid Wales)As requiredWillingness to undertake home visitsTo attend regular in house trainingEnhanced DBS disclosure |  |