

St Cuthbert's Hospice



Making every day count since 1988

Application Information Pack



Family Support Worker Ref: FSW0424

Closing Date 10.04.24 | Interview Date w/c 17.04.24

If you have not heard from us by 15.04.24, please assume you have not been shortlisted.

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Dear Applicant,

Thank you for showing an interest in working at St Cuthbert's Hospice in the role of Family Support Worker.

This recruitment pack provides you with some information on who we are, what we do and the exciting vacancy opportunity available.

Our dedicated community of staff, volunteers and supporters are one of our greatest assets here at St Cuthbert's Hospice. As a member of our Hospice team, you will have the opportunity to contribute to a culture in which all those who use our services feel welcome and part of a passionate, caring and supportive community.

We provide specialist palliative and end of life care services, at a time and a place that is right for the person. As a centre of excellence within our community we provide all-embracing, compassionate, and individualised care to all those affected by life-limiting illnesses. Our services can also extend to families and carers who have a care and support role and who, in turn, could benefit from support and advise. Accessibility and high quality are some of our key objectives. Our clinical staff have the enhanced skills to deliver the specialist care across our services. For over thirty years we have put patients and those important to them at the heart of everything we do. We exist to ensure that people with life-limiting illnesses in County Durham can make every day count.

At St Cuthbert's Hospice we are committed to our staff and making the Hospice a great place to work. We offer flexible working, competitive salary, workplace pension, 33 days of paid annual leave, free on-site parking and an Employee Assistance Programme (EAP) for employees and family. Our main Hospice building is situated on the outskirts of Durham in beautiful surroundings, we also have 8 Hospice retail shops around County Durham.

Our staff and volunteers are passionate about the work that we do, and are often motivated to work at the Hospice by their desire to make a difference to local peoples' lives. If you are inspired by the work that we do and share in our values then we are confident that working at the Hospice could be a deeply rewarding career choice for you.

I hope you find this application pack useful in helping you decide whether you are right person for the role.

We look forward to hearing from you.

With best wishes,

Paul Marriott
Chief Executive.

About Us

• Our History

Our Hospice started with the local community over three decades ago, a group of Durham residents came together for a common cause. St Cuthbert's Hospice first opened its doors in 1988 to provide services, free of charge, for people with advanced illnesses, people approaching the end of their lives and those who are bereaved.

Everyone who comes to us is an individual and so their care should be individual too.

• What We Do

Our multi-professional team consists of specially trained doctors, nurses, physiotherapists, social workers, counsellors, occupational therapists, and chaplains. They work collaboratively to ensure our patients are able to discuss their needs and wishes when spending time with us.

As well as our Clinical Services, we have our Enabling Services and Income Generations teams – all working together to ensure the delivery of Hospice services. Our enabling services team includes Finance, Human Resources, Central and Governance Support and our Income Generation Team includes Fundraising, Retail, Lottery, Marketing and Communications.

We employ over 100 paid members of staff and work closely with around 400 volunteers to ensure the Hospice's efficient running. We have a Senior Management Team who are responsible for the day-to-day running of St Cuthbert's. They report regularly to the Board of Trustees.

• Our Mission

To make every day count for those affected by life-limiting illnesses.

• Our Vision

To be a centre of excellence within our community and to provide all-embracing, compassionate and individualised care to all those affected by life-limiting illnesses, at a time and a place that is right for them.

• Our Care

St Cuthbert's Hospice provides free care and support to people with life-limiting illnesses, people approaching the end of life and people that are bereaved. Our specialist care teams can support people at any stage, from diagnosis, to living well with their illnesses to their last days. Whether it's helping with pain relief, supporting a loved one or just being there to listen, we understand that sometimes it's the little things that make the biggest difference.

Hospice care is quite unlike many other types of care. Our teams treat everyone as an individual, spend time learning what is important to them and focusing on delivering care suited to their wishes.

• Our Values

These define who we are and guide what we do to ensure the highest quality care for those accessing our services and the highest quality experience for staff working here. We are committed to safeguarding and promoting the welfare of adults at risk and children.



About Us

• Our Philosophy of Care

At the heart of St Cuthbert's Hospice is the individual who is seen as a unique person deserving of respect and dignity. Our aim is to support each person and their family and friends, helping them to make informed choices and decisions affecting their lives.

Individual care is planned to support the total well-being of each person, taking into account their physical, psychological, social and spiritual needs.

We will work together to provide a warm and welcoming atmosphere that accommodates diverse cultures and lifestyles within a calm and compassionate environment. As a team, we will strive to provide specialist care of the highest standard by ensuring staff are up to date with current research and training.

We are aware of the valuable work undertaken by individuals and agencies in the community and we will work in partnership with them to provide excellent services for the people of Durham. We see life – and death – as a journey to be made in the company of others.

We are rooted in our local community and we approach life and death through a philosophy based on support and hospitality.

• Our Strategic Goals

- 1 To enable people at the very end of life to achieve a good death in the place of their choosing
- 2 To enable people living with a life-limiting illness who use Hospice services live well and make every day count
- 3 To provide information and support that carers of people with life-limiting illnesses need to provide the care they want to provide
- 4 To support those who have been bereaved as a consequence of a life-limiting illness to adjust to life without their loved one
- 5 To break down the taboos associated with dying, death, loss and grief



About The Role

If you are ready for an exciting opportunity that will be challenging and rewarding on a personal and professional level this could be the post for you. You will be enthusiastic, self-motivated and have experience in family support/ social work support, ideally in palliative care. You must be able to provide and maintain a high level of family support/ social work support delivery. You will be patient centred, striving for excellence to achieve the best quality of life for patients, families and carers. You will be part of the Family Support Team; contributing to service delivery across Inpatient Unit and Living Well Centre. You must possess excellent communication skills, enjoy working as part of a team with a passion for palliative care. We value and support our staff and volunteers with training and development.

Why Work For Us

We are committed to making St Cuthberts Hospice a great place to work supporting the provision of excellent services for the people of Durham. If you are ready for an exciting opportunity that will not only impact on patient care but will be motivating and rewarding on a personal level this post could be for you.

As well as being part of a passionate team of people, benefits available to employees include:

- Competitive Salary
- Enhanced annual leave. 5 additional days above statutory entitlement. (33 days in total, rising to 35 after 5 years' service. Further enhanced rate of 38 days after 2 years' service for medical staff)
- Pension Scheme – matched contributions up to 5%
- NHS pension scheme for eligible employees
- Employee Assistance Programme
- Cycle to Work (Save up to 42% on the cost of bikes and equipment)
- Flexible working
- Training and development opportunities
- Health and wellbeing initiatives
- On-site catering facilities at our Coffee Shop
- Free parking (at Hospice site)
- Staff Discounts such as BlueLightCard and Charity Discounts

In our recent survey, we asked our staff to describe what it is like to work at the Hospice. Some of the words they used were rewarding, supportive, friendly, worthwhile, fulfilling, as well as being busy and challenging.

“I feel privileged to work at the Hospice.”

In our recent survey, 92% of respondents said they would recommend the Hospice as a place to work.

100% said that if a friend or relative needed treatment, they would be happy with the standard of care provided by the Hospice.

Equality and Diversity Commitment

St Cuthberts Hospice values diversity and is committed to creating an inclusive culture. As part of our application process, we request applicants complete our equal opportunities form. Reasonable adjustments to the interview and application process can also be made for any candidates, please contact us at recruitment@stcuthbertshospice.com

How to Apply

We hope this pack has given you all the information you need to apply for this role.

We would love to hear about why you want to work at St Cuthbert's Hospice, the job description and personal specification can be found below to help to develop your application in line with the requirements of the role.

However, if you have any questions about what we do at St Cuthbert's Hospice, the role, or need more practical information, don't hesitate to get in touch. For an informal discussion about this post please contact:

David McLoughlin, Day Services Manager 0191 386 1170.

If you have all the information you need and are ready to apply, you can download an application form from our website or to request a hard copy please contact the HR team on 0191 374 6174 or email recruitment@stcuthbertshospice.com

Please note we do not accept CVs.

This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure and Barring Service (formerly known as CRB) to check for any previous criminal convictions.

The recruitment process for all Hospice roles will involve an interview and the process for some roles may also include a presentation or task.



Job Description

Family Support Worker

Department: Day Services

Grade: 4

Responsible to: Social Worker

Hours: 37.5 hours per week

Salary: £23,118 - £25,717

Contract: Permanent

Aim

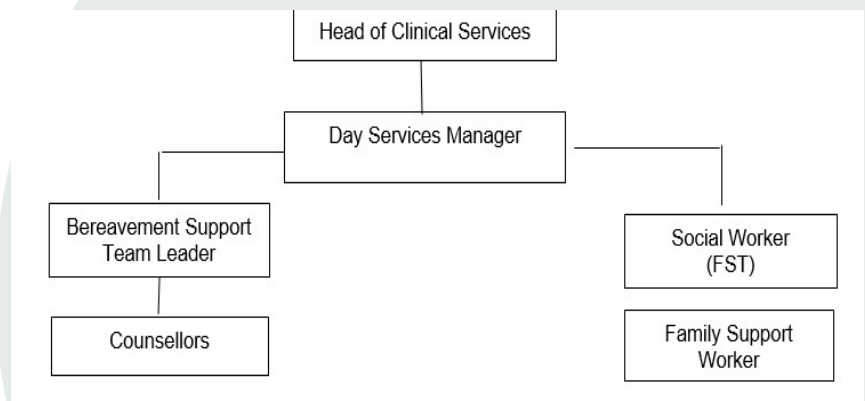
Complete delegated support worker duties to support the efficient and effective running of the Family Support Team (FST).

Offer an empowering, flexible and integrative style of support by embedding listening skills and person-centred principles within a psycho-social approach that draws upon a wide range of models and interventions (directive & non-directive).

To promote the Family Support Team's presence and its services within the Hospice. To support staff to identify the needs of the guests and sign-posting them to either internal and / or external services. To aid in delivering appropriate group work / facilities and provide information as required by both staff, volunteers and guests.

To assist in ensuring that the Hospice is safeguarding those to whom it provides services.

Organisational Chart



Key Responsibilities

Communication and relationships

- Work within a delegated support worker caseload to support individuals with a life limiting illness (and their families/carers) who are in need of social, emotional and practical advice and support.
- Work collaboratively with other members of the Family Support Service, Hospice team, external professionals and organisations to enable the best possible continuity of care and support for clients.
- Attend both internal and external multi professional meetings and build partnerships with external organisations and support the development of a good quality bereavement network.
- Undertake holistic interventions - building relationships with local authority teams, Carer Support services, outreach teams, Social Care Direct, welfare rights services, nursing care, community mental health teams, Macmillan services.

- As directed by the qualified staff to facilitate safe discharges from the IPU, through assessment of care needs and organising appropriate packages of care.
- Develop the contribution of the Family Support Team within the Inpatient Unit/Living Well Centre (LWC).

Analytical and judgemental skills

- Discuss patients, families and carers social care needs and agree with social work colleagues any social care, emotional, psychological, spiritual and appropriate intervention. Devise an appropriate empathetic action plan based on this recognising the need to seek support in more difficult and complex situations.
- Identify and negotiate with team colleagues and wider multi-professional team social, emotional and practical needs and decisions with the patient, family and multi-disciplinary teams to promote patient centred care.
- As directed by qualified staff, plan and prioritise family support interventions to meet identified social, emotional and practical needs.
- Anticipate the changing needs of patients, and assisting with the emotional preparation of the patient and family by exploring their awareness of the situation and report any key concerns to colleagues.
- Identify any potential safeguarding concerns and respond appropriately, following Hospice's policy and procedures and reporting any concerns to the hospice social workers.
- Able to recognise when a Mental Capacity Assessment or Deprivation of Liberty Safeguard is required and highlight to the hospice social worker.
- Identify and report potential problematic issue(s) of the patients in IPU or the Living Well Centre (LWC) guests.

Planning and organisational skills

- Under supervision, undertake direct work with patients and their families endeavouring to influence their experiences by utilising a range of directive & non-directive approaches.
- Note and report individual and family strengths & ways of coping, involving other members of the multi-disciplinary team or external agencies e.g. schools, as appropriate.
- Manage and prioritise their own caseload and work time.
- To be flexible in working practice (outside core hours) to reflect the special nature of the work undertaken to the benefit of patients, families and carers.

Physical skills

- Standard keyboard skills are required.

Patient/Client Care

- Primarily responsible for a social work caseload with some basic counselling input with clients
- Actively participate in Family Support Team meetings
- Provide input into the 'routine' (level 1-2) aspects of the bereavement process and recognising level of intervention commensurate with own skills and competencies.
- Understand and respond to ethnic, cultural and religious influences on the patient and family.
- To respond to those especially vulnerable because of their dependency, e.g., children, adolescents, and elderly relatives, those with special needs
- Provision of information, support, advice and advocacy for clients relating to all manner of practical matters such as home care, benefits and housing.
- Establishing effective communication networks and fast-tracking services with local authority teams, continuing health care teams, NHS foundation trusts and other third sector service providers.
- To possess the emotional maturity to deal with frequent exposure to highly emotional/ distressing circumstances.

Policy and Service Development

- Work as a member of the Family Support Team as the service is developed to ensure high quality service delivery in an ethical and effective manner in line with the agreed consortium sub-strategy group.
- Carry out the role in accordance with current legislation, Hospice philosophy, policies, procedures and other relevant professional guidelines
- Contribute towards procedures within area of specialism, including social care and psychological support

- Support, develop and facilitate relevant group work either within FST, IPU or LWC
- Contribute to the carers strategy working group for policy and procedure development.

Financial and Physical Resources

- Responsible for equipment and resources within own area of work i.e. computer equipment
- Responsible for ensuring sufficient resources available i.e. paperwork / files

Human Resources

- To participate in monthly supervision sessions with the line manager.
- To participate in annual appraisal objective setting with line manager incorporating a personal development plan.
- To ensure that requirements of clinical governance are met.
- To be responsible for maintaining own competency to practice through individual learning and training attendance.
- Maintain and develop current knowledge of clinical practice, developing specialist knowledge within the chosen field.
- Training and supervising other staff and carers as appropriate.

Information Resources

- Maintain records to meet Hospice guidelines, professional standards and standards set by statutory bodies such as the Care Quality Commission.

Research and Development

- To be responsible for continuing professional development (including clinical supervision, maintaining a personal portfolio, and attending mandatory training), identifying areas of development / training needs to ensure competence is gained and retained in all areas in which you practice.
- Participate in clinical audit activity as required.

Freedom to Act

- Work within defined policies and procedures
- Ability to recognise limitations of knowledge, skills and competencies and seek guidance from your line manager and social work colleagues where appropriate.
- Support and guidance provided through clinical supervision

Effort & Environment

Physical

- Light physical effort may be required on occasions.
- To always comply with the Manual Handling policy and guidance

Mental

- To demonstrate the mental ability to maintain concentration and remain focused throughout a working day.
- To be constantly aware of and alert to the rapidly changing conditions of patients during complementary therapy treatments and to respond quickly.
- Use problem solving abilities to complete treatment plans within agreed scope of practice and in accordance with local policies and procedures.

Emotional

- Frequently deal sensitively with patients and carers with high levels of anxiety and aggression caused by pain, life limiting illness or disability daily.

- Use problem solving abilities to complete treatment plans within agreed scope of practice and in accordance with local policies and procedures.

Emotional

- Frequently deal sensitively with patients and carers with high levels of anxiety and aggression caused by pain, life limiting illness or disability daily.
- To be able to manage potentially stressful, upsetting or emotional situations in an empathetic manner.
- Be involved in the care of patients dealing with life changing conditions or events.
- Able to recognise own stress and act on it appropriately.

Working Conditions

- Exposure to unpleasant working conditions or hazards is rare.
- Flexible approach across all clinical areas in order to meet the changing needs and for the improvement of service delivery and care.

Data Protection and Confidentiality

- All employees have a responsibility in line with information governance to maintain confidentiality and ensure the principles of the Data Protection Act 1998 are applied to patients, clients, staff, volunteers and Hospice business information, including electronic information. Only information required to fulfil the duties of the role should be accessed by the post holder.
- All employees have a responsibility to use electronic systems in a way that preserves the dignity and privacy of people, helps to ensure services of the highest quality, and is compliant with the law and Hospice policies and procedures

Health and Safety

- The Hospice will take all reasonably practical steps to ensure the health, safety and welfare of its employees while at work. Employees will familiarise themselves with the Health and Safety Policy and procedure as well as the fire procedures and ensure a safe working environment for self and others in line with these.

Safeguarding

- All employees should make themselves aware of the policies and procedures of safeguarding, take personal responsibility as far as is reasonably practicable, to safeguard children and vulnerable adults, complete statutory and mandatory training and take appropriate action as set out in the Hospice's policies and procedures.

Infection Control

All employees have a responsibility to ensure the risk of infection to themselves, colleagues, patients, relatives and visitors is minimised by:

- Attending mandatory training and role specific infection prevention education and training
- Challenging poor infection prevention and control practices
- Ensuring their own compliance with Hospice Infection Prevention and Control policies and procedure.

Equal Opportunities

- The Hospice welcomes all persons without regard to race, religion or belief, age, gender re-assignment, sex, sexual orientation, pregnancy or maternity, marriage or civil partnership, physical or mental disability. The Hospice aims to provide services in a manner that enables all members of the community to access them.
- Employees must behave in a non-judgemental manner that respects the differing needs and cultures of others.

Note:

This post is deemed to require a Disclosure check via the Disclosure and Barring Service. Therefore it will be necessary before the appointment to contact the DBS to check on any relevant criminal background.

This job description is not intended to be an exhaustive list of duties and responsibilities of the post and the post holder may be requested to carry out duties appropriate to the grade of the post.

The post may change over time to meet organisational/personal requirements, and this job description may be changed after consultation with the post holder

Some Flexibility in the hours worked will be essential at times to meet demands placed on our service.

The post holder shall perform their duties at any other reasonable location to which they may be directed from time to time by the Employer

Job Description Agreement

Signature of Post holder: **Date:**

Signature of Manager: **Date:**

Person Specification

Post Title: Family Support Worker		Grade: 4 Department: Day Services / Clinical		
Criteria relevant to the job	Essential Requirements necessary for safe and effective performance in the job	Method of Assessment	Desirable Where available, elements that contribute to improved/immediate performance in the job	Method of Assessment
Qualifications and Training	Level 4 qualification Health & Social Care, Foundation Degree or equivalent.	Application form	Recognised Health Profession or Social work qualification Evidence of equivalent experience preferably in a palliative / end of life care setting	Application form
Experience	Experience of identifying client needs Experience of social care and/or emotional supportive services. Experience of supporting clients to meet their social, practical, and emotional needs. Experience of working as an advocate for patients/clients Experience of working as part of a multi-disciplinary team	Application form / interview	Some experience of providing psychological and emotional support to meet bereavement needs. Experience of providing social care and support to people with palliative/end of life care needs Experience of working with nursing, care and allied health professionals Experience of supporting people with grief and loss	Application form / interview
Skills and Knowledge	Ability to manage and prioritise allocated caseload. Ability to work effectively with other professionals. Effective team working skills. Excellent communication and interpersonal skills Good organisational skills Problem solving skills. Knowledge of current care, support and safeguarding policy & practice Understands the importance of respecting confidentiality. Understand the emotional, physical and financial impacts of illness, disability, and bereavement on individuals and their families. Confident using computer packages and IT (Word, Excel, Outlook)	Application form/ interview	Experience of facilitating groups Understand the role of volunteers. Experience of SystmOne electronic patient record.	Application form / interview

Person Specification

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Criteria relevant to the job	Essential Requirements necessary for safe and effective performance in the job	Method of Assessment	Desirable Where available, elements that contribute to improved/immediate performance in the job	Method of Assessment
Personal Attributes	<p>Tact and diplomacy in dealing with a variety of situations.</p> <p>Self aware and able to deal with & identify own stress.</p> <p>Flexible in attitude to work and undertaking of role.</p> <p>Good collaborative working skills.</p> <p>Understanding of and commitment to equality of opportunity and diversity procedures</p> <p>Able to demonstrate commitment to the values of St Cuthbert's Hospice</p>	Interview		
Special Requirements	Independently mobile with the ability to travel between the Hospice & the local community.	Application Form		

Signature of Post holder: **Date:**

Signature of Manager: **Date:**

Accessible Information

If you would like a copy of this leaflet in large print, an audio format, explained in your own language or any other format, please let a member of the team know and we will do our best to support this.



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St Cuthbert's Hospice, Durham is registered by the Charity Commission
as a Charitable Incorporated Organisation.
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