

Children and Young Persons Service Lead



You will be a member of the Family Support Team and will work to lead and deliver a high quality pre and post bereavement support service for children, young people and their families. Provide training and supervision/support for the Hospice stakeholders, and volunteer workers who provide family support to children and young people. Assess, evaluate and report upon the outcomes of the services and act upon this information. You will work collaboratively with our partners in the NHS, Social Care and Charitable sector. At all times representing the Hospice, upholding the organisation's reputation and values and supporting income generation activity.

Permanent: 28-30 hrs Salary: £33,500-36,000 p.a. FTE

Reports to Joint Heads of Family Support

Main duties and responsibilities:

- To be a presence in the Hospice ensuring that individual and group support is provided for children, families and young people living with serious illness or bereavement.
- To develop and coordinate group work which will enable children and young people to come together in age specific groups and explore their feelings.
- To act as a Safeguarding Lead for children.
- To work with our fundraising team to prepare bids and reports for Trust funders.
- To initiate collaborative projects between young people and those we care for, schools, colleges and local organisations, explore emotions and promote well-being for all.
- To develop and manage a varied programme of support for children, young people and families. Delivering the programme of events will entail some weekend and evening working
- To undertake needs led assessment of children, young people and families and match the needs of the child to the appropriate support worker.
- To hold a small caseload of more complex cases.
- To assess risk and be alert to those children who might be especially vulnerable.
- To advise and guide on issues relating to children, young people and their families e.g. child protection and mental health.
- To work with the Heads of Service in advising, developing and delivering agreed strategic objectives.
- To have up to date knowledge on pre- and post- bereavement research, child protection issues and establish appropriate procedures to ensure the safety of all children and young people supported at the Hospice.
- To understand the cultural, religious and ethnic influences on the family and how these might affect, or are affected by, the terminal illness or death of a family member.
- Attend regular clinical supervision and multidisciplinary team meetings.
- To liaise with Social Services, G.P's, Voluntary Sector and other relevant community services.
- Prepare accurate records in line with the Data Protection Act and Hospice policies; produce monthly, quarterly and annual reports for monitoring and auditing purposes.
- To develop a procedure for quantitative data analysis; assessing the numbers of children, young people and families using the service.
- To collect service user feedback, evaluate this data and further develop the services accordingly.
- To select, train, co-ordinate and lead the Children and Young Persons' volunteers.
- Update service guidelines, volunteer role descriptions, policies, booklets and leaflets as required.
- When handling personally identifiable and sensitive information ensure your conduct is consistent with the requirements of the legislative, and regulatory frameworks for information and information governance,

whether that be in hard or soft copy or digital formats

- Keep up to date of key changes in policy, legislation and governance requirements relevant to the role and the Charity
- Act as a role model promoting the values of the Charity in accordance with the post holders professional Code of Practice

This list of tasks and responsibilities is not exhaustive. The job holder may be required to undertake other relevant and appropriate duties as required by the Manager. This Job Description will be reviewed and can be amended by agreement with the Post Holder and Manager.

Key Accountabilities, Responsibilities & Tasks	
Role Specifics	<ul style="list-style-type: none"> • Pro-active approach to work and problem solving, and the ability to spot and deal with issues as they occur • Some weekend and evening working to deliver activities for children and young people, and supervision for volunteers • Excellent organisation, prioritisation, project co-ordination skills. • Proven listening skills, with the ability and skill to lead and influence others • Advanced understanding of confidentiality, consent, capacity, data protection and the general data protection regulations • Able to deliver on deadlines and sudden pressures whilst maintaining accuracy and attention to detail • Numerate and literate, able to draft documents and compile reports and use Microsoft office (or equivalents) and electronic patient information systems • Able to work under own initiative, under pressure within structured timescales. • To work within the BACP ethical framework and Hospice values at all times, • Excellent communication and interpersonal skills, working with integrity at all times • Ability to work within objectives and evaluate service accordingly providing a sustainable service • Excellent understanding of unconscious bias in your own practice with a solution focused approach to identifying and resolving the blocks access and engagement
Qualifications, Skills, Experience, Knowledge & Approach	<ul style="list-style-type: none"> • Essential: • Diploma in Integrative Counselling or equivalent and membership of a recognised professional body (eg BACP/UKCP) or recognised Social Work qualification (Dip SW, Degree in Social Work, Masters in Social Work) and member of Social Work England • Experience of working therapeutically with bereavement and loss and the impact on families • Experience of safeguarding matters relating to children and young people and their families • Experience of working in a multi-disciplinary team • Experience of delivering training and or willingness to assist with delivering the bereavement education programme, encouraging learning in our volunteers and community • Experience of, or willingness to develop skills in group facilitation • Experience of and willingness to undertake service audit and evaluation • Computer literate in use of Microsoft word, Excel and Powerpoint. • Continuing professional development to develop own skills and knowledge through additional education and training • Desirable: • Minimum of 2 years' experience of counselling since qualification • Evidence of effective leadership/team building skills in relation to managing staff with the ability to motivate others • MBACP Accredited (or equivalent) • Previous experience as a Safeguarding Lead for children • Proven experience of working in diverse communities, understanding and overcoming the impact of discrimination • Experience or relevant knowledge of working in a palliative care setting • Experience of short term, focused therapeutic work
Communication	<ul style="list-style-type: none"> • Excellent communication skills with the mental agility to 'think on feet' and deliver safe practical solutions • Resilience when dealing with difficult and challenging people and complex situations • Self-motivated and able to work on own initiative within a team environment • See the potential in others and understand the impact of their actions on colleagues • To have a visible and approachable presence • Can communicate in more than one language relevant to the population served (desirable)
Internal & External Contacts	<ul style="list-style-type: none"> • Members of the public as patients, carers and family members. • Colleagues and managers in your immediate team/organisation and across specialties and organisations • Actively participate in local, national and international networking to maintain and develop expert level of knowledge and to act as a resource for education and clinical expertise
Decision Making	<ul style="list-style-type: none"> • Able to consolidate learning with speed and efficiency, working with pace and accuracy • Able to synthesise data, reach objective conclusions and evidence recommendations

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	<ul style="list-style-type: none"> • The post holder is expected to take significant responsibility and autonomy for their area of work and work with a range of people at all levels internally and externally • Excellent understanding of unconscious bias in your own practice with a solution focused approach to identifying and resolving the blocks to access and engagement • Understand and assess reputational risk, compliance and safeguarding risk and seek appropriate advice • Freedom to act within delegated responsibility and organizational policy and procedure • Act in accordance with professional body requirements and be accountable for own actions at all times
Mental and Physical Consideration. Working Conditions & Environment	<ul style="list-style-type: none"> • The ability to build rapport quickly and effectively and sustain productive working relationships with a wide range of people in different circumstances, situations and roles • The post holder will be required to work in a high volume, fast-paced environment. • Ability to adapt to differing learning situations and adjust teaching and mentoring styles accordingly • Frequent interruptions should be expected. Competing priorities are commonplace. • The post holder will encounter emotional and distressing circumstances. • Frequent change from one activity to another, this includes long periods working at a computer
Health & Safety	<ul style="list-style-type: none"> • See the potential in others and understand the impact of their actions on colleagues • Equally able to work on own, initiate and deliver and in collaborative teams • Understand and comply with all Infection Prevention and Control Health and Safety, Fire regulations • Ensure own safety and that of others in the course of work • Complete risk assessments for activities provided for children and their families • Report any accidents or incidents
Safeguarding	<ul style="list-style-type: none"> • Act in a manner at all times to safeguard the interests of individual patients, children and their families and justify public trust and confidence in the Hospice of St Francis

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