

## Social Worker



You will be a member of the Family Support Team working to deliver a high-quality social work service. Providing psychosocial support for adults with life limiting illnesses and their families. Advocating for patients, carers, and families around complex emotional and practical needs. Completing social work assessments taking into account cultural, spiritual, psychological, social and financial issues. Assessing risk, in partnership with other members of the multi-professional team as appropriate. As a safeguarding lead, you will champion best practice in the protection of adults at risk and children. 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, values and supporting income generation activity.

**Permanent: Full time Salary: Band 6 Salary £34- 38,000 dependent on experience**

**Reports to: Joint Heads of Family Support**

### Main duties and responsibilities:

- To provide leadership in social work as a member of the multi-disciplinary team [MDT] and with wider stake holders. Advocating, modelling and enabling people to realise the skills they have and acquire new skills and knowledge to return to and/or be empowered to live life on their own terms
- To be one of the safeguarding leads across the activities of the Hospice and support the Joint Heads of Family Support and the Director of Governance, Wellbeing and Family Support to assure full compliance within the organisation is maintained regarding safeguarding & mental capacity processes.
- To take referrals from the MDT and complete assessments with particular attention to the duties in The Health and Social Care Act 2012 and The Care Act 2014. This will include addressing personal, social, emotional, practical and financial aspects of the individual's and their family's circumstances.
- To provide advice/ assessment, education and support to patients and their relatives, friends and carers to achieve a shared plan of care and support an agreed process for monitoring, review and completion.
- Liaise between the Hospice, Local Authority, NHS and other community services for the benefit of palliative care patients, their carers and relatives.
- To have experience in the use of Microsoft, Excel and to be able to use electronic patient records.
- To take part in mental capacity assessments, casework and Deprivation of Liberty (DoLs) duties.
- Maintain and demonstrate current knowledge of social care policy and legislation concerning adults and children and ensure these perspectives contribute to the work of the hospice in delivering care and support.
- To provide psychosocial and practical advice/ input to the wellbeing and self-management groups.
- To demonstrate professional expertise and ensure all tasks are completed in line with best practice and Hospice policy.
- Support the department and charity strategy and identify opportunities and challenges for service development. Including advising the wider organisation on policy development around social care, safeguarding & mental capacity.
- To be able to work flexibly to match service needs please note this role is based full-time at the Hospice.
- Deliver and maintain professional relationships with individuals and local organisations and charities.
- To develop, implement and analyse service evaluations, audit programmes and outcome measures. Using outcomes to recommend service improvements
- Work with the wider multi-disciplinary team in the development of new services.
- Prepare accurate records in line with the Data Protection Act and Hospice policies.
- To update service guidelines, policies, booklets and leaflets as required.
- Support the Joint Heads of Family Support in recruitment and induction of new employees as required.
- Participate fully, and play an active role in supervision, team meetings and annual appraisal.
- Review effectiveness of own work and make recommendations to improve/change service provided.
- Complete assessment, risk paperwork and subsequent administrative follow-up as appropriate.

- 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.

<b>Key Accountabilities, Responsibilities &amp; Tasks</b>	
<b>Role Specifics</b>	<ul style="list-style-type: none"> <li>• Pro-active approach to work and problem solving, and the ability to spot and deal with issues as they occur</li> <li>• Excellent organisation, prioritisation, project co-ordination skills.</li> <li>• Proven listening skills, with the ability and skill to lead and influence others</li> <li>• Advanced understanding of confidentiality, consent, capacity, data protection and the general data protection regulations</li> <li>• Able to deliver on deadlines and sudden pressures whilst maintaining accuracy and attention to detail</li> <li>• Numerate and literate, able to draft documents and compile reports and use Microsoft office (or equivalents) and electronic patient information systems</li> <li>• Able to work under own initiative, under pressure within structured timescales.</li> <li>• To work within the Social Work England framework and Hospice values at all times,</li> <li>• Excellent communication and interpersonal skills, working with integrity at all times</li> <li>• Ability to work within objectives and evaluate service accordingly providing a sustainable service</li> <li>• Excellent understanding of unconscious bias in your own practice with a solution focused approach to identifying and resolving the blocks, access and engagement</li> </ul>
<b>Qualifications, Skills, Experience, Knowledge &amp; Approach</b>	<ul style="list-style-type: none"> <li>• <b>Essential:</b></li> <li>• Recognised Social Work qualification [DipSW/Degree in Social Work/ Masters in Social Work].</li> <li>• Membership of Social Work England</li> <li>• Experience of working in a multi-disciplinary team</li> <li>• Experience of delivering training and or willingness to assist with delivering the social care education programme, encouraging learning in our volunteers and community</li> <li>• Experience of, or willingness to develop skills in group facilitation</li> <li>• To have good keyboard skills as use of Microsoft word is a key element of the post</li> <li>• Maintain continuing professional support and self-development to develop own skills and knowledge through additional education and training</li> <li>• <b>Desirable:</b></li> <li>• Minimum of 3 years practice experience since qualification.</li> <li>• Experience of working in adult Palliative Care</li> <li>• Evidence of effective leadership/team building skills in relation to managing staff with the ability to motivate others</li> <li>• Qualified Practice Educator</li> <li>• Proven experience of working in diverse communities, understanding and overcoming the impact of discrimination</li> <li>• Understanding of working therapeutically with bereavement and loss and the impact on families</li> <li>• Experience or relevant knowledge of working in a palliative care setting</li> <li>• Experience of and willingness to undertake service audit and evaluation</li> </ul>
<b>Communication</b>	<ul style="list-style-type: none"> <li>• Excellent communication skills with mental agility to 'think on feet' and deliver safe practical solutions</li> <li>• Resilience when dealing with challenging and complex situations</li> <li>• Self-motivated and able to work on your own initiative within a team environment</li> <li>• See the potential in others and understand the impact of their actions on colleagues</li> <li>• To have a visible and approachable presence</li> <li>• Can communicate in more than one language relevant to the population served (desirable)</li> </ul>
<b>Internal &amp; External Contacts</b>	<ul style="list-style-type: none"> <li>• Members of the public as patients, carers and family members.</li> <li>• Colleagues and managers in your immediate team/organisation and across specialties and organisations</li> <li>• 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</li> </ul>
<b>Decision Making</b>	<ul style="list-style-type: none"> <li>• Able to consolidate learning with speed and efficiency, working with pace and accuracy</li> </ul>

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.

	<ul style="list-style-type: none"> <li>• Able to synthesise data, reach objective conclusions and evidence recommendations</li> <li>• 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</li> <li>• Excellent understanding of unconscious bias in your own practice with a solution focused approach to identifying and resolving the blocks to access and engagement</li> <li>• Understand and assess reputational risk, compliance and safeguarding risk and seek appropriate advice</li> <li>• Freedom to act within delegated responsibility and organizational policy and procedure</li> <li>• Act in accordance with professional body requirements and always be accountable for own actions</li> </ul>
<b>Mental and Physical Consideration. Working Conditions &amp; Environment</b>	<ul style="list-style-type: none"> <li>• 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</li> <li>• The post holder will be required to work in a high volume, fast-paced environment.</li> <li>• Ability to adapt to differing learning situations and adjust teaching and mentoring styles accordingly</li> <li>• Frequent interruptions should be expected. Competing priorities are commonplace.</li> <li>• The post holder will encounter emotional and distressing circumstances.</li> <li>• Frequent change from one activity to another, this includes long periods working at a computer</li> </ul>
<b>Health &amp; Safety</b>	<ul style="list-style-type: none"> <li>• See the potential in others and understand the impact of their actions on colleagues</li> <li>• Equally able to work on own, initiate and deliver and work in collaborative teams</li> <li>• Understand and comply with all Infection Prevention and Control Health and Safety, Fire regulations</li> <li>• Ensure own safety and that of others in the course of work</li> <li>• Report any accidents or incidents</li> </ul>
<b>Safeguarding</b>	<ul style="list-style-type: none"> <li>• Act in a manner at all times to safeguard the interests of individual patients/clients and their families and justify public trust and confidence in the Hospice of St Francis</li> </ul>

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