

Social Work Assistant

You will be a member of the Family Support Team working to deliver a high-quality social work service alongside the Social Worker. Providing psychosocial support for adults with life limiting illnesses and their families. Advocating for patients, carers, and families around their emotional and practical needs. Completing assessments of patients, carers, and family's needs considering any cultural, spiritual, psychological, social or financial issues and an evaluation of risk, in partnership with other members of the multi-professional team as appropriate. Completing any administrative tasks including referrals to other organisations and statutory care services. You will have a good understanding of safeguarding and 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. Always representing the Hospice, upholding the organization's reputation and values, and supporting income generation activity.



Permanent: 22.5 – 26 hours per week, to include Friday

Salary: Band 5 Circa £30,000 FTE Dependent on Experience

Reports to Joint Head of Family Support

Main duties and responsibilities:

- Provide a high-level service alongside the Social Worker and as a member of the Multidisciplinary team (MDT) within the In-Patient Unit, Spring Centre and the Community.
- To always have a person-centered approach, being an advocate, and enabling people and families to plan out what is important to them.
- To attend Report, Alert and MDT meetings as required and coordinate and facilitate individual Care planning meetings as appropriate.
- To have a good knowledge of safeguarding and mental capacity and support the Social Worker and Director of Governance, Wellbeing and Family Support to assure that 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 circumstance.
- To provide advice/ assessment, education and support to patients and their relatives, friends and carers to achieve a shared plan of care and support and an agreed process for monitoring, review and completion.
- Liaise between the Hospice, Local Authority, Primary Care Trusts and other community services for the benefit of palliative care patients, their carers, relatives and friends.
- To act as a resource for the organisation regarding social care information and pathways.
- To have experience using Microsoft, excel and be able to use electronic patient records.

- To understand The Mental Capacity Act 2005 and Deprivation of Liberty Safeguards to support the MDT in the application of this legislation in patient care.
- Maintain and demonstrate current knowledge of social care policy and legislation, concerning adults and children, and ensure this contributes to the work of the hospice in delivering appropriate 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 in social care, safeguarding & mental capacity.
- To be able to work hours flexibly to match service needs.
- Deliver and maintain professional relationships with individuals and organisations.
- To support the implementation of service evaluations, audit programmes and outcome measures.
- To support the implementation and delivery of agreed strategic objectives.
- 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.
- Participate fully, and play an active role, in supervision and 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.

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 • Excellent organisation, prioritisation, and project co-ordination skills. • Proven listening skills • 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 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	<p>Essential:</p> <ul style="list-style-type: none"> • Minimum of 3 years' experience in social care. • Social care qualification or similar • Experience of working in a multi-disciplinary team • Experience of delivering training and/or willingness to assist with delivering relevant training, 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

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"> To have good keyboard skills as use of Microsoft word is a key element of the post Maintain continuing professional support and self-development to develop own skills and knowledge through additional education and training <p>Desirable:</p> <ul style="list-style-type: none"> Experience of working in Palliative Care Evidence of effective team building skills in relation to managing volunteers with the ability to motivate others Proven experience of working in diverse communities, understanding and overcoming the impact of discrimination Experience of working therapeutically with bereavement and loss Experience or relevant knowledge of working in a palliative care setting
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 local specialty teams and external organisations, agencies and statutory services 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 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 be 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 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/clients and their families and justify public trust and confidence in the Hospice of St Francis

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