

Job Title	Patient and Family Palliative Social Worker
Reporting to	Principal Lead of Psychological and Emotional Services
Senior Manager	Director of Clinical Services
Hours	22.5hrs per week
Salary	£36,000 - £40,000 Pro rata

Summary:

The Patient and Family Social Worker role at Harlington Hospice involves providing practical and emotional support to patients, relatives and carers at Harlington Hospice which address palliative care, end of life care, pre-bereavement and post bereavement needs. The role requires working in close partnership with the Harlington Hospice clinical teams and other organisations.

The post-holder will work within professional ethics and Harlington Hospice policies. They will receive monthly external clinical supervision in accordance with practice guidelines.

They will ensure the highest standards of safeguarding are maintained for individuals who are in contact with our services, by responding to all concerns in a timely and appropriate manner and escalating concerns in line with Harlington Hospice policies and procedures.

The Patient and Family Social Worker joins the existing Psychological and Emotional Support Services team which includes working alongside the adult counselling team and the Child and Adolescent Pre and Post Bereavement Creative Therapists. The post involves working flexibly into a broad range of settings including inpatient services, outpatient services, day centre and home settings.

Team values: Compassion, Inclusion, Adaptable, Collaborative, Integrity and Curiosity

Duties & Responsibilities:

1. To provide leadership and advocacy for social work theory, perspectives in practice as a member of the multi-disciplinary team [MDT] and wider stake holders in particular advocating, modelling and enabling people to realise the skills they have and acquire new skills and knowledge in order to return to and/or be empowered to live life on their own terms.
2. To be a safeguarding champion across the activities of the Hospice and support the Director of Clinical Service and PES Principal Lead to assure full compliance within the organisation is maintained with regards to safeguarding and mental capacity processes.
3. 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.
4. 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.
5. Liaise between the Hospice, Local Authority, Primary Care Trusts and other palliative community services for the benefit of patients, carers and relatives.
6. To support the Director of Clinical Service and PES Principal Lead ensuring that Harlington Hospice retains up to date and appropriate social care policies, monitoring, evaluation and assessment systems.
7. To have experience in the use of Microsoft, excel and to be able to use electronic patient records.

8. To take a lead role in mental capacity assessments and casework and Deprivation of Liberty (DoLs) duties.
9. 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.
10. Support the department and Harlington Hospice's charity strategy and identify opportunities and challenges for service development. Including advising the wider organisation on policy development in social care, safeguarding and mental capacity.
11. To be able to work hours flexibly to match service needs.
12. Deliver and maintain professional relationships with individuals and partner organisations.
13. To develop, implement and analyse the PES service evaluations and outcome measures. Using outcomes to recommend service improvements.
14. Work with the wider multi-disciplinary team in the development of new services at Harlington Hospice.
15. Prepare accurate records and reporting in line with the Data Protection Act and Harlington Hospice policies.
16. To update service guidelines, policies, booklets and leaflets as required.
17. Support the Director of Clinical Service and PES Principal Lead and recruitment and induction of new employees as required.
18. Participate fully, and play an active role, in supervision and team meetings and annual appraisal.
19. Review effectiveness of own work and make recommendations to improve/change service provided.
20. Complete assessment, risk registers, and subsequent administrative follow up as appropriate.
21. 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.
22. Keep up to date of key changes in policy, legislation and governance requirements relevant to the role and the Charity.
23. 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 issues as they occur. • Excellent organization, prioritization, 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. • Able to work under own initiative, under pressure within structured timescales. • To always work within the Social Work England framework and in line with our Hospice values. • Excellent communication and interpersonal skills, always working with integrity and compassion. • 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 access and engagement.
Qualifications, Skills, Experience, Knowledge & Approach	<p><u>Essential:</u></p> <ul style="list-style-type: none"> • Recognised Social Work qualification [DipSW, Degree in Social Work, Masters in Social Work. • Membership of Social Work England. • Minimum of 3 years practice experience since qualification. • Experience of working in a multi-disciplinary team. • Experience of delivering training and or willingness to assist with delivering the social care 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. • Maintain continuing professional support and self-development to develop own skills and knowledge through additional education and training. <p><u>Desirable:</u></p> <ul style="list-style-type: none"> • Experience of working in Palliative Care. • Qualified Practice Educator. • To supervise placements of social work students as appropriate. • 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 (<i>desirable</i>).
Internal & External Contacts	<ul style="list-style-type: none"> • Members of the public as patients, carers and family members. • 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. • Understand and assess reputational risk, compliance and safeguarding risk and seek appropriate advice. • Freedom to act within delegated responsibility and organisational policy and procedure. • Act in accordance with professional body requirements and always be accountable for own actions.
Mental and Physical Consideration.	<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, busy environment.

Working Conditions & Environment	<ul style="list-style-type: none"> • 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. • The ability to change from one activity to another, this includes ward visits, home visits and periods of time 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"> • Always act in a manner to safeguard the interests of individual patients/clients and their families and justify public trust and confidence in Harlington Hospice.