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**Job Description**

Job Title: Palliative Care Social Worker (22.5hrs per week – permanent post)

Department: Clinical Services

Responsible to: Family Support Team Lead

Job Purpose

You will work as part of a multi-disciplinary team providing psychosocial support to Hospice patients, families and carers and bereaved relatives. The majority of referrals come from within the Hospice Team following an initial visit.

You will engage with colleagues, patients, patient’s families and carers, volunteers, supporters and visitors.

Job Summary

Working as part of a multi-disciplinary team, providing a specialist palliative care social work service to Hospice patients, their families and carers.

Complete a holistic psychosocial assessment of need, and formulate a care plan to address those needs, in collaboration with Hospice patients, families, carers, and other service providers.

Support Hospice patients, families and carers with the practical and emotional implications of facing a life-limiting illness.

Support Hospice patients, families and carers in making decisions about their future needs as they adjust to a new and changing situation, and offer appropriate interventions. This includes work with Hospice patients, families and carers coming to terms with the illness and possible death of someone close.

Working as a skilled communicator, effectively liaise with other agencies when attempting to meet need.

Assess the needs of the bereaved, and provide bereavement support to individuals, families and groups as appropriate.

Maintain accurate and appropriate records, including the computerised database, and provide reports and statistics as required.

Evaluate the effectiveness of social work practice, and participate in multi-disciplinary audit.

Critically evaluate research and assist in the implementation of evidence-based best practice in all aspects of patient care.

Participate in/contribute to relevant research projects.

Provide a key role in the development of clinical policies, protocols and guidelines in liaison with the Head of Clinical Services.

**Learning & Development**

Assist in the formal and informal education initiatives to staff, patients and carers to achieve effective clinical outcomes.

Support the development of health and social care professionals on placement with the Hospice, providing mentorship and assessment if appropriate and as requested by the Head of Clinical Services, to include fulfilling the Practice Assessor role for Social Work students.

Encourage individual practitioners and teams to participate in the education strategy to develop palliative care knowledge and competence in their own practice.

Promote a learning environment which actively facilitates learning and structured personal development for health and social care professionals.

Have a commitment to lifelong learning and continue to undertake own professional development in accordance with codes of practice of relevant professional bodies, Social Care Wales and the Social Services and Wellbeing act.

Perform a key role in delivering both formal and informal education initiatives to other professionals, patients, their families and carers to achieve effective clinical outcomes.

Positively commit to Hospice of the Valleys’ performance management process including annual appraisals and one to one meetings, taking responsibility for personal professional development.

Deliver and participate in education programmes and specifically attend teaching identified to meet your development aims and objectives and the objectives of the organisation.

Participate in all statutory and mandatory training as required.

Participate in the Hospice IPR system, setting realistic objectives in order to maintain a personal professional profile and demonstrate a high level of specialist practice.

**Professional**

Contribute to effective multidisciplinary team working and discussion, actively contributing to the in house development of standards of care, audit tools and outcome measures related to the service.

Attendance at meetings to optimise team working and allow for an effective and seamless patient journey to improve the patient’s quality of life through high standards of practice in palliative care.

Use of critical reflective skills and facilitation skills to evaluate current practice.

To receive and participate in clinical supervision.

Support practice development through participation in complex case discussion/reflection with members of the MDT and other Health and Social Care professionals as appropriate.

Effectively utilise the resources required to meet service objectives.

Assist in the supervision and review of volunteers working with the Hospice of the Valleys.

Work to maintain the values, mission and aims of Hospice of the Valleys.

Practice and promote confidentiality at all times, complying with the Hospice’s GDPR policies appropriate to your area of work.

Demonstrate efficient time management and flexible attitude to working patterns.

Work within Hospice policies, procedures and guidelines.

Treat everyone with respect and dignity.

**Communication**

Communicate respectfully in an open, accurate, straightforward and confidential way with colleagues across the organisation.

**General Responsibilities**

Respect and support all colleagues, working collaboratively across the organisation.

Maintain a professional, friendly and positive influence, maintaining awareness of how your behaviour can affect and influence the behaviour of others.

Maintain reasonable care for your health, safety and welfare and that of other people who may be affected by your actions. These responsibilities apply at all times whilst you are at work or on duty and apply to all Hospice premises and whilst working in the community, in other professional establishments or in patient’s homes.

To represent Hospice of the Valleys in the community and public domain as appropriate.

Contribute toward clinical and corporate governance agendas as appropriate.

Be conversant with and adhere to Hospice of the Valleys policies and procedures at all times.

This is an outline job description and may be subject to change, according to the needs of the Organisation.

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| Reviewed / Approved by: | Family Support Team Lead | Date: | July 2022 |
| Signed by Employee: |  | Date: |  |

**Person Specification**

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| Requirements | Essential / Desirable | Assessed at Application or Interview |
| **Qualifications / Professional Registration** |  |  |
| Degree, diploma or equivalent in Social Work | E | A |
| Professional Registration (SCW & any other relevant) | E | A/I |
| Evidence of recent CPD | E | A/I |
| Palliative care qualification | D | A |
| Counselling qualification | D | A |
| PQ assessor and / or any PQ qualifications | D | A |
| **Experience** |  |  |
| Multidisciplinary working within a rapidly changing health and social care environment | E | A/I |
| Effective assessment and intervention in relation to complex needs | E | A/I |
| Effective communication and liaison with other agencies | E | A/I |
| Working in a specialist palliative care setting | D | A/I |
| Working with people with life limiting illness | D | A/I |
| Working with bereaved people | D | A/I |
| **Skills & Knowledge** |  |  |
| Understanding of life-limiting illness, loss and grief and their impact | E | A/I |
| Knowledge of legislation relevant to role | E | A/I |
| Knowledge of the welfare benefits system | E | A/I |
| Ability to work as part of a team | E | A/I |
| Able to manage own workload | E | A/I |
| Good communication skills, verbal and written | E | A/I |
| Excellent interpersonal skills | E | I |
| Good time management and organisation skills | E | A/I |
| Knowledge of principles of research and audit | E | A/I |
| Ability to translate evidence into practice | E | I |
| IT competency with email, internet, MS Office | E | A |
| Presentation skills | D | I |
| Experience of undertaking research and audit | D | A/I |
| **Personal Qualities** |  |  |
| Personal grief resolved sufficiently to perform in an environment with exposure to bereavement concerns | E | A/I |
| Ability to work with people affected by a life limiting illness or bereavement and the emotional impact this has | E | I |
| Self-aware with critical reflective ability | E | I |
| Flexible and adaptable to variety of tasks within the role | E | I |
| **Other** |  |  |
| Car owner / driver | E | I |