



JOB DESCRIPTION

1. JOB DETAILS

Job Title:	Social Worker Specialist (Hospice Wide)
Hours:	37.5
Unit/Department:	Community Team
Reports to:	Social Work Team Leader
Tenure:	Permanent

2. JOB PURPOSE:-

To provide a professional and comprehensive Social Work Service to all patients and their families/carers of the Specialist Palliative Care Service.

3. DIMENSIONS:-

Rowcroft hospice is a charity, providing specialist care to people with life limiting illnesses living in South Devon. Rowcroft's specialist services include Hospice at Home, Outpatient Therapy Services, Community Team and In-Patient Ward. Care is provided at the hospice and wherever it is required in the wider community; in residential and nursing homes, community hospitals and in people's homes. Rowcroft's care covers 300 square miles and a population of 283,000. The community team provides specialist palliative care to more than 1,000 patients and their families in the South Devon area every year.

The Social Worker Specialist will be:-

- A member of the Multi-Disciplinary team working in the community.
- A member of the Social Work team based at Rowcroft Hospice.

4. KEY DUTIES AND RESPONSIBILITIES:-

- To work with individuals with a life threatening illness (and their families/carers) who are in need of acute or continuing emotional support by using empathic, motivational and reassurance skills.

- Assess and evaluate patients' emotional, social, practical and financial needs in collaboration with the Multi Professional team, which requires the ability to analyse, interpret and compare various options.
- To make referrals on to the Local Authority Social Service Departments as appropriate and in accordance with their differing requirements (complex working relationships).
- To co-ordinate and complete the shared assessment process for Continuing Care to reflect the needs of the patient and their families/carers.
- Undertake bereavement work with individuals, and families/carers, with complex needs, which may require extended periods of skilled, planned interventions.
- Provide support/advice to other team members regarding complex situations and day-to-day support.
- Understand and respond to ethnic, cultural and religious influences on the patient and family.
- To respond to those especially vulnerable because of their dependency, e.g. children, adolescents, and elderly relatives, those with special needs.
- Provision of information, support, advice and advocacy for clients relating to all manner of practical matters such as housing, care at home and benefits.
- Establishing effective communication networks and fast tracking services with local Social Services Departments, Primary Care Trusts and Health Care Trusts.
- Provide informal and formal volunteer support.
- Develop positive working relationships with other organisations throughout South Devon (voluntary, statutory and charitable) for the benefit of the patients and relatives.
- Provide innovative interventions to patients and their families/carers at different key stages of the Specialist Palliative Care Service.
- Developing the Specialist Palliative Care Service in conjunction with other team members within South Devon, which requires specialist knowledge across a range of procedures and practices, encompassing theoretical knowledge and practical experience.
- Organise and manage own caseload.
- Collect and monitor all appropriate data as required and enable appropriate analysis and actions to be applied to collated information.
- Communicate effectively with all members of the Multi-Professional team.
- Observe confidentiality in all matters pertaining to clients, carers and staff.
- Comply with professional standards for documentation and maintain records used within the service, including the use of IT systems.
- Required to be registered with the Social Work governing body and maintain registration by continuous professional and personal development.
- To possess the emotional maturity to deal with frequent exposure to highly emotional/distressing circumstances.
- The ability to undertake home visits, often involving lone working.
- To be flexible in working practice (outside core hours) to reflect the special nature of the work undertaken to the benefit of patients, families and carers.
- Resource for staff in child protection concerns, reporting to Childrens Services as appropriate.
- Resource for staff regarding vulnerable adult issues.

Education

- In collaboration with other specialist staff, participate in the ongoing training and development of staff within the Specialist Palliative Care Service.
- Participate in student education when appropriate and in the interests of patient and wider teams.

- To act as a resource for members of the Specialist Palliative Care Service. To participate fully in the supervision process following an agreed path of personal development.
- To recognise the educational needs of families and carers and act accordingly.
- To access appropriate training and educational materials on behalf of patients and carers.
- To adhere to the Clinical Governance Policies and Procedures carrying out continuing professional development.
- Design and develop teaching and training for staff inside and outside of the Hospice e.g. Primary Care Trusts, Nursing Homes, Support Workers, Lay Carers etc.
- To undertake appropriate and relevant professional training and qualifications if considered to be part of agreed personal and professional development plan.

Research & Audit

- Maintain integrity for the service and specific service contexts by developing evidence-based practice and adherence to the latest professional and clinical guidelines.
- Initiate and participate in regular audit procedures to aid the evaluation of the service and facilitate change (practice based research)
- Actively encourage patient and carer involvement in the development of services.

5. ORGANISATION CHART

(Please see attached)

6. KEY RESULT AREAS 2017/2018

- To be agreed between Post Holder and Line Manager within first six months.

7. COMMUNICATIONS AND WORKING RELATIONSHIPS

- Staff, volunteers, patients and their carers of Rowcroft Hospice.
- Healthcare, Social Services and other social care staff.
- Primary Health Care Teams.
- South Devon Healthcare NHS Trust.
- Other voluntary and charitable organisations.
- Receives sensitive information concerning patient's medical condition.
- Any other reasonable task as required for the fulfilment of the role.

8. AUDIT CLAUSE

All members of staff are expected to participate in audit assessments as appropriate.

9. PERSON SPECIFICATION

(Please see attached)

10. JOB DESCRIPTION AGREEMENT

This job description is subject to review. The post may include other duties and responsibilities as determined by the appointing officer in consultation with the post holder.

This post is subject to Rowcroft Hospice Foundation Ltd. Terms and conditions of service.

Job Holders Signature:

Date:

Head of Department's Signature:

Date:

PERSON SPECIFICATION

SOCIAL WORKER

Attributes	Essential	Desirable
Qualifications, special training and general intelligence	<ul style="list-style-type: none"> • <i>Diploma in Social Work, CQSW or CSS.</i> • <i>Registered with HCPC</i> 	<ul style="list-style-type: none"> • <i>Additional Qualification</i>
Knowledge and skills	<ul style="list-style-type: none"> • <i>Motivated to establish Social Work role within the Specialist Palliative Care Team.</i> • <i>An understanding of cancer/palliative care and the challenges of working with clients and other disciplines in this field.</i> • <i>Counselling skills.</i> 	<ul style="list-style-type: none"> • <i>A special interest and experience in group work and bereavement in children and families.</i> • <i>Knowledge of the welfare benefits system.</i> • <i>Knowledge of the Health Service.</i> • <i>Qualification in counselling.</i>
Special Experience	<ul style="list-style-type: none"> • <i>Significant post-registration experience.</i> 	<ul style="list-style-type: none"> • <i>Experience of working within a palliative care setting.</i> • <i>Previous experience of practising in a variety of clinical settings and teams.</i> • <i>Service development experience.</i>
Personal requirements e.g. communication, interpersonal	<ul style="list-style-type: none"> • <i>Adaptable to the changing needs of clients and their families.</i> • <i>Excellent ability to work within a team.</i> • <i>Excellent communication skills.</i> • <i>Personal sensitivity.</i> • <i>Able to manage personal stress.</i> 	
Other requirements, e.g. Rotas	<ul style="list-style-type: none"> • <i>Means to travel around South Devon (as required).</i> • <i>Ability to work outside core hours to meet service requirements.</i> 	

ROWCROFT HOSPICE ORGANISATION CHART

