

Role Profile

because
you matter

**St Nicholas
Hospice Care**

A Registered Charity No. 287773

St Nicholas Hospice Care is a local charity providing help, advice and support to people in West Suffolk and Thetford, who are facing dying, death and grief.

Job Role	Head of Supportive Care/Senior Social Worker
Department	Clinical
Reports to	Director of Care
Criminal Records Disclosure Required	Enhanced DBS

Background Information

St Nicholas Hospice provides end of life care both in the community and at our Hospice, supporting patients living with a terminal illness, and their loved ones.

Our vision is for ***all dying people and those close to them to have access to the care and support they need by providing high quality specialist end of life care and bereavement support whenever and wherever it is needed.***

As a registered charity, our services are provided without charge to our beneficiaries, with much of our funding provided by voluntary donations, gifts and wider activities where our Fundraising and Retail teams have strong connections and participation with the local community.

The Senior Social Worker/Head of Supportive Care will be a registered social worker with current valid registration. Ideally with a background in palliative social work (or related field), they will have an understanding of the value of multi-professional teams in the delivery of holistic palliative and end of life care and the importance of psychosocial care within this. The post holder will demonstrate strong and compassionate leadership, proven management skills and the ability to support change and service development in order to demonstrate clinical quality and improve person centred outcomes.

Reporting to the Director of Care, this candidate will form part of the hospice Leadership Team supporting and developing key areas of responsibility across a broad portfolio of supportive care services and widening access.

Job Purpose

- To work autonomously as part of the senior clinical leadership team to develop Supportive Care Services which demonstrate innovation, based upon a palliative care needs assessment and robust use of data.
- Alongside the Head of Nursing and Quality deputise for the Director of Care during periods of absence
- To lead and manage the Supportive Care Services in line with the SNHC mission, vision and strategic plan
- Maintain a small caseload of patients or family members with complex psychosocial needs
- Provide management supervision to members of the Supportive Care teams and ensure appropriate supervision for those who report to them
- Using specialist knowledge and experience provide advice, education and support to the multi-disciplinary team regarding the psychosocial needs of people living with life limiting illness, their family and carers.
- To support and drive the widening access agenda across SNHC service provision, with full understanding of the concepts of equity, diversity and inclusion
- To work closely with the wider SNHC teams to develop and deliver opportunities for growth and new business.
- To undertake service evaluation, audit, research and policy development to ensure ongoing improvement of services for people facing death, loss and grief
- To actively support and model the SNHC Values: **Care, Accountability, Respect, Equity**

Key Accountabilities & Responsibilities

Clinical

- To lead the Supportive Care Teams, including the Psychological Services Team, Independent Living Team, Day Hospice and Compassionate Communities teams
- Alongside the Head of Nursing and Quality deputise for the Director of Care during periods of absence and take part in an out of hours on call rota
- To support a model of holistic psychosocial assessment, providing individual and systemic interventions which empower individuals, groups and communities with the development of coping mechanisms
- To manage and maintain a small caseload of people with complex psychosocial care needs
- Undertake specialist palliative social work assessments with patients and families who have complex needs, and provide or ensure support for those who are impacted by death, dying and bereavement
- To provide information, advice and assistance to patients and families with regard to legislation and practice related to areas of concern including the Mental Capacity Act, Guardianship, Power of attorney, Deprivation of Liberty Safeguards, Health and Care Act, Equality Act, the Children Act etc., basic welfare rights, and housing issues, acting as a resource for staff in these areas, signposting as necessary, including to external social care agencies and organisations
- Support the development of Advance Care Plans as part of the multi-disciplinary team (MDT)

- Act as the primary hospice Safeguarding Lead, coordinating and supporting other hospice safeguarding leads and champions, demonstrating understanding of safeguarding, domestic violence, mental capacity assessments and Deprivation of Liberty standards and how they impact our services users, our staff and volunteers
- With the clinical teams support the development of packages of care in consultation with individuals and their families, signposting as required
- As a member of the multidisciplinary team, represent the palliative care social work perspective; demonstrate an ability to problem solve through advocacy, facilitation and negotiation
- Promote the rights of individuals to self-advocate, protecting the rights, interests, abilities and choices of the individual, providing information about other services, as required
- Challenge decision making when necessary, at individual, organisational or system levels, ensuring the best outcomes for people
- With the Volunteer Coordinator support the development of volunteering across areas of responsibility
- Model an assets based approach to support the growth of community capacity and mutual support of communities through the experiences of death, dying and bereavement
- With senior colleagues explore opportunities to widen access across our communities to ensure that STNH services and support are accessible to everyone who needs them, paying particular attention to those individuals and groups who traditionally do not access hospice services
- Work in partnership with the Director of Care to achieve full compliance with the CQC regulatory framework.

Leadership and Management

- Deputise for the Director of Care during periods of absence and (with support) take part in an out of hours on-call system
- Provide line management for individuals across areas of responsibility, demonstrating a values-based and radically candid approach
- Demonstrate understanding of operational responsibilities, working closely with support services to ensure adherence to financial and HR processes, ensuring cost effective service delivery
- Overall responsibility for the management of budgets across areas of responsibility within portfolio of Supportive Care.
- To ensure proactive business continuity for Supportive Care with early identification of risk and the development of mitigations to reduce this
- Work with the CEO to develop and establish the Equality, Diversity and Inclusion agenda across the hospice, being the external lead for EDI and co-chairing the EDI steering group with the CEO
- Lead on service development in regards to own portfolio, using data effectively, demonstrating vision and innovation to support beneficiary outcomes
- Engage with strategic leaders across the Integrated Care Board and Integrated Care System, to drive the development of specialist palliative care services across our community
- Engage with social care colleagues across the West Suffolk Alliance, using influence effectively and developing networks to support outcomes for beneficiaries
- To be supportive clinical governance processes and procedures by investigating incidents and complaints, relevant to the service, ensuring that learning outcomes are embedded.
- Initiate and lead on service redesign and improvement, working with the Director of Care

- Engage with colleagues across the Leadership Team, to collectively work towards strategic objectives
- Working closely with the Director of Care and CEO identify opportunities to secure additional commissioned income to ensure the long term sustainability of supportive care initiatives and services, developing funding bids and compiling monitoring reports for the same
- Work closely with Income Generation colleagues to support initiatives for funding clinical services and models of care, which support the SNHC mission.

Education and Research

- Work closely with senior colleagues to develop and deliver programmes of education as identified through annual reviews, with reference to specific areas of practice, such as Mental Capacity, DOLS, safeguarding and personalisation
- Work with colleagues to develop initiatives which promote the development and nurture of SNHC staff within their current roles and into new or extended roles
- Act as Practice Teacher for Social Work students
- Engage with the work of the Association of Palliative Care Social Workers, disseminating this into practice.

Key Working Relationships

- Patients and families - providing psychosocial support and guidance
- General public – providing information, support and guidance on services and activities
- Clients – providing services/support in the community
- Colleagues – working collaboratively, sharing information
- NHS and other care providers – networking, working in partnership

Job Scope

Decision making level	<ul style="list-style-type: none"> • Decisions are made within own scope of professional practice and are appropriate for the seniority of the role, based upon SNHC policies and procedures • Senior support to colleagues across the clinical teams and Leadership Team • Providing support to junior colleagues to enable decision making at appropriate levels and within roles • Understanding of decision making outside own area of responsibility, escalating as required • Deputising for the Director of Care, as required
Financial resources	<ul style="list-style-type: none"> • Delegated authority to manage in budget payments of up to £1000 • Oversight of budgets within own scope of responsibility, with support offered to individual budget holders, when required.

Other resources	<ul style="list-style-type: none"> Information resources relating to own areas of practice.
People management	<ul style="list-style-type: none"> Direct line management for groups of staff across areas of responsibility Supportive and pastoral care for colleagues Peer support for Leadership Team colleagues Support of volunteers.
Legal, regulatory and compliance responsibility	<ul style="list-style-type: none"> Accountable to the Director of Care for compliance with CQC standards and guidance/legislation relating to safeguarding, DoLS and MCA.

Person Specification

Knowledge, qualifications and experience

- Degree in Social Work
- Masters level qualification or evidence of working at this level
- Knowledge and experience of working as a Palliative Care Social Worker
- Professional registration with Social Work England
- Management experience
- Supervisory qualification
- Teaching/training experience
- Experience of undertaking Care Act assessments
- Knowledge and understanding of legislation regarding Mental capacity and Deprivation of Liberty Safeguards
- Knowledge and understanding of Adult and Children's safeguarding
- Knowledge of grief theories and the impact of illness, loss and grief on the whole family, recognising that the definition of 'family' can vary greatly.

Skills and abilities

- An awareness of and commitment to the palliative care approach and the principle of the individual's autonomy and choice to live life in the way they wish, for as long as possible
- A commitment to the principles of equity, diversity and inclusion and willingness to engage with all parts of our community, seeking out individuals and groups who are under-represented in SNHC services, are marginalised or minoritised

Other

Any other role specific requirements, e.g. required to work shifts/evenings/weekends, some unsocial hours, travel etc.

Participation in the clinical On Call rota is a requirement of this role.

Standards and Expectations

Policies and Procedures

All Hospice employees are expected to follow policies, procedures and guidance as well as professional standards and guidelines.

Confidentiality/ Data protection

You should be aware of the confidential nature of the Hospice environment and/or your role. Any matters of a confidential nature, relating to patients, carers, relatives, staff or volunteers must not be divulged to any unauthorised person. You should make yourself aware of the requirements of the Data Protection Act and follow hospice procedures to ensure appropriate action is taken to safeguard confidential information.

Health and Safety

You are required to take reasonable care for your own health and safety and that of others who may be affected by your acts or omissions and you should ensure that statutory regulations, policies, codes of practice and safety and good house-keeping rules are adhered to, attending training as required.

Safeguarding and Mental Capacity Act

All employees have a responsibility to safeguard and promote the welfare of adults, children and young adults. It is essential that all safeguarding concerns are recognised and acted on appropriately in line with the policies and training. You must ensure you always act in the best interests of any person lacking mental capacity.

Infection Control

All employees have personal responsibility for Infection Prevention and Control practice. You should ensure you are familiar with, and comply with, all relevant Infection Control policies and training for minimising the risk of avoidable Infection.

Equality and Diversity

We recognise and encourage the valuable contribution that people from all backgrounds and experiences bring. You will treat all individuals on the basis of merit and without prejudice.

Volunteer Assistance

The Hospice has the advantage of being supported by many volunteers. If a volunteer is assigned to assist you at any time, you will still retain responsibility for the requirements of this job and at all times you will be expected to treat volunteers with respect and value their contribution.

Job Description

This job description is not intended to be restrictive and should be taken as the current representation of the broad nature of the duties involved in your job and needs to be flexible to cope with the changing needs of the job and the Hospice.

Values

Our core values guide the way we work together to care for our people and support their loved ones. Our values, which are rooted in the charity's early days, create our culture and are a combination of all our actions, behaviours and decisions. **Our values are Compassion, Accountability, Respect and Equity.**

May 2024