

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	Child and Adolescent Psychological Services Practitioner
Department	Psychological Services
Reports to	Specialist Psychotherapist
Location	Bury St Edmunds Head Office and Clinical Site

Background Information

As part of the psychological services team in the Clinical Directorate providing holistic emotional, psychological and social support to patients and families in our care. To provide bereavement support to people in West Suffolk and Thetford.

Job Summary

To provide holistic individual psychological and emotional assessment and support to individuals and families affected by death, dying or bereavement both in the hospice and in the wider community

To provide support and guidance to the clinical team relating to emotional and psychological wellbeing of patients and to support clinical colleagues in their work

To provide input to the delivery of project and group work related to death, dying and psychological wellbeing.

To work collaboratively with partner agencies in West Suffolk and South Norfolk to build relationships and better meet patient and client need.

Key Accountabilities & Responsibilities

Direct Patient, Family and Client Support

- To maintain a caseload of complex and sensitive individual child/adolescent work and family cases, across the palliative and bereavement services, and to provide advice and support for direct work in individual cases.
- Work with families and patients using highly developed communication skills in emotionally and socially complex situations
- Support the delivery of a high quality, holistic psychosocial assessment for families and individuals working as part of the multidisciplinary team.
- Work in partnership with key agencies as an advisor or training/coaching resource, in liaison with other local children's service providers.
- Assist with the delivery of Nicky's Way child bereavement groups.
- Develop new ways of supporting people/communities as they face dying, death and grief.
- Build new ways of providing resources for children and families, cascading these resources and information to colleagues and partners.
- Participate in the continual evaluation and development of practice through research projects and/or audits.

Community Support and Development

- Take part in training and guidance to schools, colleges and community settings to people working with bereaved people and people facing death.
- Provide support to existing and new groups.
- Develop and maintain local networks and partnerships to encourage effective conversation around death and dying, engaging children and young people where appropriate.
- Use evaluation measures to monitor and develop services.
- Participate in appropriate regional or national working groups where appropriate.

Key Working Relationships

- Patients, clients and families - providing emotional and psychological support to patients and families in our care and people that are bereaved in West Suffolk and Thetford
- General public and wider community – provide bereavement information, support and guidance in the wider community
- Clinical colleagues – support clinical colleagues on the ward and in the community who are working with people at the end of life and have children and YP in their lives
- NHS and other care providers – networking, working in partnership

Job Scope

Decision making level	<ul style="list-style-type: none">• Safeguarding responsibility to refer all risk to Head of Service and/or Safeguarding lead• Ensuring all clinical decisions that are made are in conjunction with a holistic multi-disciplinary approach.• Ensuring all clinical decisions are based on safe, person-centred, evidence-based practice• Triage and assess patients, referring any risk to Specialist Psychotherapist and/or Head of Service
Financial resources	
Other resources	
People management	<ul style="list-style-type: none">• Supporting Nicky's Way volunteers
Legal, regulatory and compliance responsibility	<ul style="list-style-type: none">• Ensure that appropriate professional registration (BACP, UKCP) is up to date and maintained.• Ensure that all risks and safeguarding concerns are immediately reported to Head of Service/CSD/Safeguarding Lead/GP where appropriate• Ensure that all work that is carried out is Safe, Caring, Responsive, Effective and Well led.

Person Specification

Knowledge, qualifications and experience

Required

- Relevant qualification at degree level or equivalent in psychological therapies subject eg: Child counselling, Child and adolescent psychotherapy
- Experience of working as a counsellor or family support worker
- Experience of working with people facing serious illness, death and bereavement
- Excellent interpersonal and communication
- Experience of providing brief, focussed support or counselling in complex situations

Desirable

- Significant recent experience of working with people in crisis
- Membership of appropriate professional body: social work register/UKCP/BACP
- Valid driving license
- Experience of delivering training

- Experience of group work
- Experience of palliative/hospice patient and family support

Skills and abilities

- Ability to remain calm in difficult and complex situations
- Excellent communication skills in highly emotive situations

Other

Although the majority of work falls within the normal working week, flexibility to work outside of usual patterns is required.

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.**