

## Job Description – Children and Families Practitioner - Family Support

---

**Reports to:** Advanced Hospice Practitioner Supporting People

**Responsible for:** Volunteers working with children in pre and post bereavement; children and families bank worker.

**Location:** Hardwick Lane, Bury St Edmunds, Suffolk, IP33 2QY; community locations as required.

### Job Purpose:

This role aims to:

- Work with families and children affected by the death or dying of a family member
- Facilitate and develop skills and services in West Suffolk and South Norfolk in working with children and young people as they cope with family illness and bereavement, through collaborative work with partner agencies
- Coordinate, organise and develop the Nicky's Way children's bereavement scheme
- Manage a client caseload with a focus on families, children and young adults

### Key Responsibilities:

- To work in partnership with key agencies as an advisor or training / coaching resource, in liaison with the adult bereavement service and other local bereavement and children's service providers.
- To promote and develop the Nicky's Way bereavement service as an open access resource for children and families in the hospice catchment area enabling bereaved children and their carers to receive a service responsive to their needs.
- To lead in the delivery of a high quality service, empowering families to develop their own coping strategies.

### Clinical Duties:

1. To provide training, guidance and advice in working with bereaved children and young people in schools, colleges other partner agencies enabling stakeholders to develop their own effective response to the needs of the people they work with.
2. To maintain a caseload of children and family work in pre and post - bereavement, transitions work with young people moving from children's to adult services, while developing and implementing services that encourage resilience building.

3. To adopt a whole family approach in direct as well as indirect service delivery, promoting this across the hospice multidisciplinary team as well as with external partners.
4. Participate in the recruitment, training and provision of clinical supervision to volunteers and/or bank workers working with families and young people.
5. To undertake some generic casework with adults with life limiting illness, particularly within groups often excluded from mainstream services.
6. To maintain a resource base for pre - and post - bereavement work with children and families, cascading resources and information to colleagues and partners.
7. To participate in appropriate regional or national working groups, including the Children's Bereavement Network.
8. To monitor and review own practice through evaluation and the use of agreed outcome measures.
9. To develop and facilitate projects based on the needs of bereaved families, children and young people within the Community, including them in co-creation of services and support.
10. To develop and maintain local networks and partnerships to encourage effective conversation around death and dying, engaging children and young people where appropriate.

### **Personal Development (all staff)**

- All staff and volunteers in the Hospice are encouraged to contribute to identifying and meeting their own job-related development needs. This will be achieved through a variety of processes including regular 1-2-1's with Line Managers or senior colleagues, annual appraisal and development reviews.
- All employees are subject to an annual appraisal and to maximise the benefit from this process the employee must engage fully in the review and agree with their Line Manager organisational, team and personal objectives.
- Each employee must co-operate and attend all appropriate mandatory and statutory training as required by the organisation and /or their professional bodies.

### **Health and Safety (all staff)**

- All staff have responsibilities to ensure that our working environment continues to be a safe, secure, healthy and fulfilling place to work.
- Employees of St Nicholas Hospice Care are required to work in line with the Health and Safety Policy to ensure not only their own health and safety, but that of others too.

### **People Management**

Providing leadership, management and development of all staff and volunteers within the Family Support team and Nicky's Way in particular through effective;

- Planning, recruitment and selection and induction training of volunteers in the FST.
- Departmental communication and staff support.

- Performance management.
- Staff development including regular 1-2-1's, and annual appraisals.
- Staff support including health and safety and wellbeing awareness.
- Facilitation of a culture of learning and respect for difference.

### **Governance (those with responsibilities for policy and procedure implementation, audit and monitoring responsibilities)**

Ensure Hospice (determine either directorate/policy specific/or organisational) policies and guidelines/safe operating procedures are developed and implemented in association with the (name committees) Committee.

Develop monitoring systems to ensure compliance with policies and procedures in association with the (name committees or other responsible persons) Committee.

### **General (all staff)**

- Ensure that all within the team have a grasp of the Hospice's structure, values and purpose and have opportunities for involvement in its further development.
- Ensure the maintenance of confidentiality in respect of staff, volunteer and client records and all privileged information relating to the services of the Charity, its patients, staff and volunteers and particularly of the area for which directly responsible.
- Promote and foster the Hospice's reputation and standing within the community and with private, statutory and voluntary sector agencies and organisations.
- Undertake any other duties which may be reasonably required.
- The philosophy of the Hospice is based on a multi-skilled, cross-departmental approach. Staff regardless of grade or discipline, are required to participate in this concept. The role of volunteers is integral with the work of St Nicholas and paid staff are required to underpin this in their attitude and actions.
- All staff must be sympathetic to and able to project the philosophy and concept of hospice care.
- The Hospice has in place provision for staff support. Staff are expected to exercise responsibility in accessing and providing whatever forms of support might be appropriate for them to ensure that they are able to offer the professional care for which they are employed.
- This Job Description may change and the duties listed are not exhaustive, but such change will only be made following consultation between the (relevant) "Manager" and the post holder.

### **References:**

Recruitment Policy  
 Education and Training Policy  
 Disciplinary Policy  
 Health and Safety Policy

Job Description dated: April 2015