

## JOB DESCRIPTION

<b>JOB TITLE:</b>	<b>Social Worker</b>
<b>DEPARTMENT:</b>	<b>Social Work</b>
<b>RESPONSIBLE TO:</b>	<b>Principle Social Worker</b>
<b>ACCOUNTABLE TO:</b>	<b>Head of Patient and Family Support</b>

### Primary Job Purpose

- The post holder will utilise their social work knowledge and skills within the context of multi-professional teams to form relationships with patients, their families, and service providers to formulate an accurate assessment of need in line with local and national policies.
- They will provide psychosocial support for adults with life threatening illnesses and their families. They will advocate for patients, carers, and families around complex emotional and practical needs.
- The post has does not have formal statutory authority, but knowledge of statute for protecting an adult/ child in need is essential, and liaison with statutory services is expected.
- In the main the social worker will address the needs of people using our in-patient facility, with some linked visits to the home environment to facilitate transfers between care settings.

### Principal Accountabilities

#### CLINICAL:

- Manage a clinical caseload, organising and prioritising the workload effectively, with regular supervision and guidance.
- Attend Single Point of Access, Ward Board Meetings and Ward MDT meetings as requested by the Head of Service.
- Conduct social work assessments of patients, carers, and family's needs taking into account cultural, spiritual, psychological, social and financial issues and an evaluation of risk, in partnership with other members of the multi-professional team as appropriate.
- Assess the person and their family's social assets, emotional resilience, coping skills, strengths, and difficulties through the use of social work skills and discussion with the multi-professional team.
- Have knowledge of strength based approaches to social work assessment and delivery.
- Based on this assessment, formulate appropriate support plans to meet client needs in conjunction and liaison with the patient and family, members of the multi-professional team, the patient's personal networks and other community resources.

- Evaluate and review the patient and families' needs regularly via supervision and MDT consultation to review care plans and close cases as appropriate.
- Work with health advocates and interpreters to establish accurate communication with people lacking fluency in English.
- Be aware of risk as it may relate to patients, carers, children and the safety of professionals, and respond appropriately following hospice policies and procedures, referring to statutory services where necessary.
- To recognise and address the social work needs of those with mental health problems, learning disabilities, and other co-morbidities and vulnerabilities.
- Liaise with community agencies in order to maximise users' access to appropriate resources and make referrals to community services.
- Refer on to the welfare benefits team (or other external agencies), to address complex financial, legal or housing issues when necessary.
- Provide psychosocial support to patients and their relatives, using individual, group, and family techniques with an aim to improve communication within the family/professional network and help to resolve difficulties.
- Develop working partnerships with the local CCG continuing care panels and coordinators. Be aware of the local NHS continuing care policies and funding arrangements for nursing home placements and NHS funded home care, and for fast-tracking services for patients who wish to die at home.
- Work closely with the hospice multi-professional teams to access funding and care services to enable the patient to be cared for and die in the place of their choice.
- Assist the discharge coordinator as part of discharge planning and take a lead role in linking with Local Authority Social Care Agencies for the benefit of the patient & family.
- Have a good working knowledge of the Mental Capacity Act and associated capacity specific assessments and best interest meetings.
- Organise and facilitate best interest, family / professionals meetings in liaison with the multi-professional team to ensure all relevant parties are kept fully informed, decisions are discussed with all concerned, and future care plans are transparent, and appropriately recorded.
- Be alert to bereavement risks for relatives and those perceived to be vulnerable. Assess the need for practical and emotional support and refer on to the Bereavement Services and other teams as appropriate.
- Take responsibility for extending own learning and professional development by attending in-house and external training sessions with the support of the line manager.

## COMMUNICATON:

- Attend and contribute to MD and ward board meetings in order to work closely with members of the multi-professional care teams to plan and review all aspects of care, and provide social work expertise and guidance.
- Attend and contribute to social work team meetings, and practise meetings.
- Network with local voluntary & statutory community resources to advocate for care offered to patients and their families in their own communities.
- Maintain a close working alliance with all care and support teams, discussing and sharing work as appropriate, and meeting formally on a regular basis as a department.

## TRAINING AND DEVELOPMENT:

- Take responsibility to inform and raise awareness of key issues involved in working with people from diverse ethnic, cultural, and socio-economic backgrounds and role model best anti-discriminatory practise.
- Undertake training, and attend and participate in conferences in agreement with the team manager and learning and development panel, in order to further individual professional development, keep updated regarding research and practice, and contribute to the development of the service and the Organisation.
- Attend mandatory in-house training and externally attend mandatory local safeguarding children and vulnerable adults training and keep updated regarding hospice and local policies and procedures.
- Contribute to the induction and orientation of new staff and students on placement from all disciplines within the social work team.
- Prepare for, attend, and seek guidance and professional development through regular managerial and clinical supervision.
- Take responsibility for keeping updated on current social work practise issues in statutory services and palliative care accessing training when necessary.
- Maintain professional registration with the HCPC , and Act within the legal and statutory professional codes of practice relating to Social Work as prescribed by HCPC.

## ADMINISTRATION:

- Use IT skills to communicate via e-mail, reports, letters and notes as necessary.
- Update the patient database and other systems recording all professional activity contemporaneously.
- Maintain contemporary, accurate, concise and legible written and electronic client notes regarding any casework.
- Provide reports and statistics as required.

## **Professional Behaviour: Code of Conduct**

The post holder must comply with their relevant professional code of conduct at all times, where this exists. All roles have identified competencies to which post-holders will be regularly assessed against.

A job description does not constitute a 'term and condition of employment'. It is provided only as a guide to assist employees in the performance of their role. St Christopher's is a fast moving organisation and therefore changes to employees' duties may be necessary on occasion. The job description is not intended to be an inflexible or finite list of tasks and may therefore be varied from time to time, after discussion with the post-holder.

## **Safeguarding/MCA and DoLS**

Staff are required to take responsibility in all areas of work for safeguarding people at risk (both adults and children) from any form of abuse or neglect. When delivering care and support, staff are required to comply with the requirements of legislation relating to care in the UK, including the Care Act (2014), and Mental Health Capacity Act 2005, which incorporates the Deprivation of Liberty Safeguards (DoLS). In order to achieve this, all staff are required to read St. Christopher's Safeguarding Policy and Procedure and to participate in both regular training and training updates and to incorporate preventative strategies into their work, as applicable.

## **General**

All employees are required to undertake the following:

- To make positive contributions to all internal and external quality and/or best practice measures/processes.
- To fully participate in the annual appraisal process, to agree targets and objectives with line managers and to report on activity against agreed targets on a regular basis.
- To fully comply at all times, with St. Christopher's policies and procedures and to take responsibility for own actions/inactions.
- To fully comply with all mandatory and StC role specific training requirements
- To act in accordance with workplace legislation/requirements including Health and Safety, Equality and Diversity and Data Protection.
- To share and model St. Christopher's values and expected behaviours at all times.
- To fully support and engage with St. Christopher's fundraising activities and initiatives.
- To participate in all employee engagement activities including team, departmental or other staff meetings as required and to contribute to St. Christopher's annual staff survey.
- To maintain professional registrations (where applicable) and to keep up to date with mandatory training and other training requirements within own area of specialism/responsibility.
- Those in managerial or supervisory roles are expected to support the teaching, training and development of staff, and in some cases volunteers, as appropriate.

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## PERSON SPECIFICATION: Social Worker

Qualifications	Essential	Desirable
Professional social work qualification	✓	
HCPC Registered Social Worker	✓	
Knowledge and Experience	Essential	Desirable
Experience of carrying out social work assessment with adults and/or families using strengths based and asset based methodologies	✓	
Experience of provision of social work interventions that empower and support individuals and families	✓	
Post qualifying social work experience of working in a Statutory Organisation in the UK and an understanding of adult Social Care systems and processes	✓	
Experience of working in a multi-cultural locality		✓
Experience of working with people with disabilities/serious illness		✓
Experience of working in multi-professional teams		✓
Experience of working with children		✓
Knowledge of legislative frameworks that protect vulnerable people in the UK	✓	
Knowledge and understanding of the impact of life threatening illness and disability and their treatment upon individuals and families and the resources available to them	✓	
Knowledge of the potential impact of working with the above upon self and professional colleagues	✓	
Awareness of the influence of race / culture/poverty upon responses to life threatening illness and its treatment	✓	
Knowledge of the impact of organic conditions and medication upon mood and mental capacity		✓
Skills and Competencies	Essential	Desirable
Ability to assess patient and family needs using a variety of approaches including psycho-social, strengths based and respond flexibly, within a coherent professional framework in a client-cantered way	✓	
Capability to work within the 9 professional social work capabilities framework*	✓	
Ability to assess various levels of risk to clients e.g. self-harm, abuse by others, mental health, child safeguarding	✓	
Ability to develop constructive working relationships with professional colleagues both within and outside the hospice setting which ensure that the client's needs are fully considered and responded to within the context of multidisciplinary care planning	✓	
Awareness of own emotional response and emotionally resilience, using appropriate sources of support	✓	
Ability to communicate effectively verbally, in writing, and using technology in a variety of forums, one to one, in multi-professional groups, carer groups, in meetings with patients, clients, and colleagues	✓	

Ability to manage and prioritise own work load	✓	
Ability to work with frequently distressing information, within the context of conflicting demands on time	✓	
Ability to reflect upon and develop own practice using a range of resources e.g. supervision, peer discussion, learning and development	✓	
IT skills – e-mail, internet, Word, electronic case recording	✓	
<b>Personal Attributes</b>	<b>Essential</b>	<b>Desirable</b>
A willingness to work both in community and hospice settings	✓	
A willingness to support the education of trainee social workers	✓	
Must feel comfortable working in a Hospice environment	✓	
*9 PCF's for a social worker to show in the hospice setting – leadership, professionalism, justice and well-being, diversity, values and ethics, reflect and analysis, intervene and provide services, knowledge, context and organisation.	✓	