

## **ST ANDREW'S HOSPICE** **JOB DESCRIPTION**

<b>Job Title</b>	: Childrens Family Support and Bereavement Practitioner (FSBP)
<b>Department</b>	: Support, Welfare and Bereavement Team
<b>Reports to / Line Manager</b>	: Support, Welfare and Bereavement Team Lead
<b>Pay Range</b>	: C4

### **Purpose of Job**

The role of the Children's Family Support & Bereavement Practitioner (FSBP) is to support families in the lead up to and following the death of a child / young person using therapeutic, holistic and compassionate approaches.

The FSBP will work with children, parents / guardians and siblings from across the whole catchment area of Lincolnshire and Hull & East Riding, throughout the child/young person's journey and in the latter stages of their illness identified through an MDT discussion, preparing them emotionally and practically, creating memories and then supporting them to remember the child / young person after death.

The FSBP will also support the wider children's bereavement work identified through the bereavement service.

To support the future development and growth of the bereavement service.

### **Main responsibilities**

To hold and manage a caseload of children, young people, parents / guardians, siblings and others identified in needing emotional and practical support during the child/young persons illness or following their death who access Andy's children's services, under the supervision of the Support, Welfare and Bereavement Lead.

To participate in regular MDT meetings to identify children / young people and families who require support.

To support pre-bereavement work with identified children / young people and families at a time agreed through the MDT discussion – this may be as the child nears end of life or sooner depending on individual cases.

To give time to the families to build up a trusting relationship. This can be undertaken in a variety of ways through play/activities/talking. It is important to find some common ground.

To provide support to children and families in their own home, in hospital, out in the Community and at times in the hospice at a time that works for them which may include weekends/evenings/BH on occasions.

To be a point of contact for the child/young person, family member, should they need to talk between visits.

To work with the child/young person's school to ensure they are aware of circumstances etc.

To support the development and delivery of children's pre and post bereavement group work with the support of the Support, Welfare and Bereavement Lead.

To support the work undertaken in the Butterfly Suite (this is a non-clinical temperature-controlled bedroom where the baby, child or young person can lay after death up until the funeral in some cases), enabling the family time to visit/spend time with them. During this time the FSBP can:

- Support families to make decisions around the funeral.
- Support parents to register the death
- Give parents / guardians /families time to talk about their child and grieve and have conversations with siblings and wider family
- Give support around benefits/financial advice, help broker conversations with schools etc.
- Spend time with siblings, giving them time to talk, and undertake activities to express themselves.
- Support during the transition journey
- Support with memory work i.e., casts, fingerprint/handprints

To assess, plan and review children's and family's needs on a regular basis effectively ensuring that the interventions are appropriate to the individual and know where to refer for additional support if needed under the supervision of the Support, Welfare and Bereavement Lead.

Deliver therapeutic interventions using a variety of approaches including face to face, telephone and online support when appropriate.

Creatively engage with children / young people and inspire them to take part in bereavement sessions through provision of varied tasks and activities.

Escalate safeguarding concerns following Hospice policy and procedures.

Working collaboratively within a multi-disciplinary environment ensuring all aspects of the individual's care & bereavement needs are met, liaising with other agencies as appropriate.

Accurately record clinical notes on SystmOne adhering to current GDPR guidelines and in accordance with Hospice policy.

Have knowledge and understanding of a wide range of complex needs.

To support the team in the delivery of bereavement training sessions to both internal and external groups.

Proactively participate in the development and evaluation of service including the development and facilitating of drop-in coffee mornings in various locations.

Attend and proactively participate in bereavement team meetings and attend regular 1:1 supervision meetings and annual appraisals.

To undertake all mandatory training as required for role. Undertake appropriate CPD and keep updated with advancements in the field of bereavement and therapeutic intervention.

To work with volunteers and students on placement within the Hospice under the supervision of the Support, Welfare and Bereavement Lead.

Work within the team to develop positive relationships with volunteers and those on placement in the wider organisation.

Willingness to attend and participate in events in the Hospice and wider community.

### **Management of People**

**Direct:** Nil

**Indirect:** Volunteers & Students working within the Support, Welfare and Bereavement team

### **Contacts & Relationships**

Regular contact with employees, volunteers and senior managers and outside agencies to ensure optimum service levels.

Daily contact with; bereaved children, young people, young adults, adults and their families and carers.

Take part in regular departmental meeting, which may be on an informal or formal basis.

Follow processes to satisfy the requirements of the Hospice policies and procedures and the Care Quality Commission regulations and standards.

To continually seek to improve systems of communication by means of personal contact, written communication and meetings.

### **Resources**

No specific budgetary control but to deliver all aspects of care in a resourceful manner.

### **Person Specification**

#### **Qualifications**

##### Essential

Qualified Social Worker with current Social Work England registration or equivalent qualification will be considered

Full UK driving license and have access to own vehicle – required to travel across the whole of Andy's catchment area.

##### Desirable

Minimum of Level 3 Counselling qualification

Experience, training and or qualification in specialist relatable subject; teaching or practise education, bereavement etc.

#### **Experience**

##### Essential

Experience of working with children in a health, social or educational setting

Experience of working with children with additional needs

Experience of delivering emotional support.

Experience of working within a multidisciplinary health and social care setting

Knowledge and skills in bereavement support or counselling

##### Desirable

Experience of working with bereaved people in a group or family setting

Experience of working confidentially

Working with Volunteers

Experience of providing virtual support.

#### **Knowledge/Skills**

Able to work therapeutically with individuals and families.  
Able to prioritise own workload in context of team caseload and competing demands.  
Understanding of bereavement theories and processes  
Understanding of the impact of bereavement on adults and children  
Understanding the impact of traumatic bereavements  
Understanding of Mental Health diagnoses and approaches to management (e.g., anxiety management)  
Understanding of how mental and physical health interact and impact on bereavement.  
Understanding a holistic approach to care  
Commitment to ensure confidentiality.  
Commitment to ongoing professional development  
Understanding of Mental Capacity Act, and Mental Health Act  
Knowledge and understanding of Adults and Children Safeguarding  
IT literate: able to access and process electronic patient records as well as related MS Office documents.  
Good organisational and administration skills  
Ability to manage the emotional impact of working with the bereaved.  
Ability to work independently and as part of a team.

### **Qualities**

Excellent verbal and written communication skills i.e. must be able to handle sensitive issues  
Flexibility to meet the needs of the clients/service.  
Ability to work sensitively with a vulnerable client group.  
Ability to maintain appropriate professional boundaries.  
Ability to work effectively with other agencies involved when appropriate.  
Ability to work both independently and collaboratively as part of a multi-disciplinary team.  
To demonstrate a calm and logical approach to problem solving  
To consistently demonstrate a dedicated approach to the quality of bereavement services in a constructive and efficient way  
Understanding the impact of personal losses and bereavements on yourself  
Personal grief/loss resolved sufficiently to perform & cope in an environment that has potential exposure to bereavement concerns.  
Openness and willingness to learn from colleagues and families, and to share knowledge and skills with the team.  
Commitment to ethical practice  
Resilience  
Ability to manage own caseload, waiting lists, and allocation of clients – taking client's needs, staff/volunteer skills and capacity.  
Ability to work effectively with people from a range of cultural, ethnic, social groups, regardless of age, religion, gender or sexual orientation.  
Understanding of limits of own capability.

### **General**

**To maintain confidentiality at all times.**

**Policies and Procedures** – The post holder must carry out his/her duties with full regard to all relevant Policies and Procedures. The post holder will remain responsible and accountable to any professional body and professional code of conduct appropriate to the role.

**Other Duties** – The duties and responsibilities in this job description are not restrictive and the post holder may be required to undertake any other duties, which may be required from time to time. Any such duties should not however substantially change the general character of the post.

**Contribution and Development Review** – The post holder should proactively assess his/her own development needs and seek out development opportunities, which will enable enhanced contribution to meet the objectives of the Hospice Business Plan, always following the 'Staff Development and Contribution' process.

**Mandatory Training** – The post holder must complete and maintain the required level of mandatory training required for the role.

**Equality and Diversity** – The post holder must carry out his/her duties with full regard to the Hospice's Equality and Diversity Policy.

**Health and Safety** – The post holder must carry out his/her duties with full regard to the Hospice's Health and Safety Procedures.

**The managerial and clinical philosophy of the Hospice is based upon a multi-disciplinary 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 Andrew's 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 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.**

**St Andrew's Hospice is very much a community and all members of staff are encouraged to support the various social and fundraising events which are part of its day to day life.**

**An extract from the summary of the Health & Safety at Work Act 1979 stated:-**

**“Employees at Work: It is the duty of every employee while at work to carry out their work in a manner which is safe and free from risk to the health of himself/herself and other persons who may be affected by**

his/her acts or omissions. It is an employee's duty to assist and co-operate with his/her employer in complying with any relevant statutory regulations imposed on his/her employer".

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. A job description review automatically takes place as part of the Contribution and Development Process.

<u>Signature</u>	<u>Date</u>
Prepared by	
Confirmed by.....	.....
Received by.....	.....
Name (Print).....	.....