

ST ANDREW'S HOSPICE **JOB DESCRIPTION**

Job Title	: Children's Therapeutic Activities Assistant
Department	: Support & Wellbeing Services
Reports to / Line Manager	: Head of Children's & Wellbeing Services
Pay Range	:

Purpose of Job

The post holder will provide a high standard of service with a holistic approach to care. They will co-ordinate the smooth and efficient management of the therapeutic play and activity service for all children and young people working as part of the wider multi-disciplinary team, using initiative but seeking guidance from the Therapeutic Activities Coordinator or the Head of Children's & Wellbeing Services as necessary.

To play a key role in the effective and efficient delivery of the therapeutic play and activity service to patients and their families. They will create a stimulating environment to promote activities alongside education with health benefits.

To motivate, encourage and support the children's services team members in the delivery of therapeutic activities for the Inpatient, Hospice @ Home and Therapeutic Activities groups.

To enable diversity in the delivery of therapeutic play activities by drawing on personal skills, developing employee and volunteer's skills and engaging with external community resources to deliver a diverse and high quality service.

To promote the highest quality of care and support for children, young people and their families, this includes fulfilling their cultural, spiritual, psycho-social, educational and care needs, alongside addressing any concerns or worries they may have.

Main responsibilities

To initiate, organise and be responsible for the play activities and facilities for all children and young people, tailoring activities to their medical condition, age and background. This will be underpinned by a combination of evidence-based practice and theoretical knowledge supported by the children's nursing team.

Deliver, alongside the children's service team members, day-to-day play activities in a motivating and inspiring environment that will stimulate children's and young people's learning, development and understanding. This will occasionally include sourcing materials from external providers.

Use play activities to prepare for or aid recovery following clinical interventions or procedures.

To tidy and maintain the working areas for activities and undertake regular stock checks of the activity materials identifying any requirements to the Therapeutic Coordinator or the Head of Children's & Wellbeing Services.

To ensure all the activity and play equipment is fit for purpose and report any concerns to the Head of Children's & Wellbeing Services.

To accurately plan and document the provision of the play therapy service to ensure the needs and requirements of all users are being met. To implement and make necessary changes as required to ensure all the needs are being met, with the support of the Therapeutic Activities Coordinator.

To develop, plan and document appropriate activities for each child/young person in partnership with other members of the multi-disciplinary team caring for the child/young person, paying specific attention to their individual ability and interests and their progress or regression.

Memory Making – for the child/young person's family – pictures, photos, mementoes etc. – memory boxes.

To provide support to the children's services team, sharing knowledge and skills with them to involve and empower them in the delivery of play activities to meet the needs of the patients.

To be responsible for motivating and teaching other hospice staff on the values of therapeutic play.

To deliver one to one and group sessions to meet the identified needs of the child/young person. Always ensuring the child/young person's emotional, health and social care needs are considered at all times. You will continuously review and evaluate your therapeutic play programmes to improve and adapt the service as required.

To ensure activities are designed to meet the therapeutic needs of the child/young person and are based on the findings of the holistic needs assessment and in conjunction with service user feedback and preferences.

To work within the children's services team under the supervision of the Therapeutic Coordinator and the Head of Children's & Wellbeing Services and provide any information which may affect patient care.

To communicate via the patient's SystmOne record and maintain, store and retrieve appropriate records. Receive and transmit information pertaining to patient care to others within the multi-disciplinary team.

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To work alongside the clinical teams to ensure the smooth planning and implementation of key organised events – Christmas entertainment/events, Children's Hospice week, Carer's week, Memory Day etc.

To work flexibly to meet the needs of the service as well as the children/young people and their families. This includes evenings and weekends.

To regularly liaise with the Income Generation team, to promote activities and maximise on fundraising opportunities.

To regularly liaise with the Communications and Marketing Team, to capture memorable experiences to promote the services being delivered. To also contribute and support the development of patient stories.

To maximise opportunities to publicise the activities available to the patients in photographs, displays etc.

To ensure promotion of good health, safety and security of staff, patients and relatives and significant others. Understanding Health and Safety procedures, also COSHH regulations.

To work with and support volunteers and students on placement within the Hospice, as requested by the Head of Children's & Wellbeing Services.

To be involved in the collection of feedback and data to support audit and quality outcomes (Operational Governance) as requested by the Head of Children's & Wellbeing Services, supported by the Therapeutic Activities Coordinator.

To attend and participate in mandatory training as directed by the Head of Children's & Wellbeing Services.

To attend and participate in team meetings and attend other relevant meetings on a regular basis.

To participate in external and 'in-service' training, developing an expertise in palliative care relevant to the role.

To assist with networking with relevant outside organisations.

Management of People

Direct: Nil

Indirect: Volunteers and students when necessary, under the guidance of the Head of Children's & Wellbeing Services.

Contacts & Relationships

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

Staff team meetings, which may be on an informal or formal basis.

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

To continually seek to improve systems within the Hospice, by means of personal contact, written communications and meetings.

Possible exposure to bodily fluids, including blood.

Exposure to children, young people and relatives who may potentially be confused and agitated.

Working relationships with agencies outside of the hospice from education, health and social care provisions.

Resources

The play specialist will be responsible to the Head of Wellbeing for the efficient spending of available resources for therapeutic services.

Person Specification

Qualifications

Essential:

NVQ Level 2 and relevant qualification to the post.

Good standard of general education.

Desirable:

Childhood bereavement support/counselling.

Willingness to commit to further relevant study.

Experience

Essential:

Previous experience and knowledge of working with children and young people within a health care setting.

Previous experience with delivering educational and play activities.

Proven ability to provide play activities within a palliative/health care setting for children and young people with complex care needs.

Desirable:

Bereavement, loss and grief support work.

Multidisciplinary team working.

Previous hospice work.

Knowledge/skills:

The confidence to manage and adapt to rapidly changing environments.

Knowledge around developmental milestones and childcare issues.

Risk management skills.

Good interpersonal skills and team working skills.

To have effective planning and organisational skills.

Ability to organise own workload.

Excellent communication skills including verbal, non-verbal and written.

To be confident in using information technology.

Cultural awareness.

Qualities:

Enthusiasm with creative energy as well as being able to show compassion.

Able to communicate with wide range of people and with sensitivity.

To be receptive to change and to act as a change agent.

Ability to maintain excellent rapport with patients, colleagues and visitors to the Hospice.

To demonstrate a calm and logical approach to problem solving.

To consistently demonstrate a dedicated approach to the quality of patient services in a constructive and efficient way.

Personal grief/loss resolved sufficiently to perform and cope in an environment that has potential exposure to bereavement concerns.

To have the ability to work flexible hours, including some evenings and weekends to meet the needs of the Hospice Service.

Recognition of own limitations and understand professional boundaries.

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).....