

ST ANDREW'S HOSPICE

JOB DESCRIPTION

Job Title	: Family Support & Bereavement Services Manager/Team Lead
Department	: Support & Wellbeing Services
Reports to / Line Manager	: Head of Patient and Family Support & Wellbeing Services
Pay Range	:

Purpose of Job

To lead and manage the Family Support, Bereavement Support and Spiritual Care teams, ensuring the delivery of high-quality, compassionate and person-centred support for patients, families, carers and those affected by bereavement.

To act as a lead practitioner for the Social Work, Spiritual Care and Bereavement Service, communicating and co-ordinating staff, volunteers and resources whilst utilising management skills in an effective manner, providing expert skilled assistance that reflect the aims and philosophy of the Hospice, working alongside key partners in delivering of services.

To contribute to the shaping and development of the Family Support, Bereavement Support and Spiritual Care Services.

To contribute to a co-ordinated and efficient service, having an understanding of all departments, reflecting the aims and philosophy of Hospice care.

The post holder will be responsible for the operational management, development and coordination of these services, supporting staff, volunteers and students to deliver effective emotional, practical, social and spiritual care in line with the values of St Andrew's Hospice. They will also be expected to hold a caseload relevant to qualification and expertise.

Main responsibilities

People Management

To effectively line-manage the Family Support, Spiritual Care and Bereavement staff, including conducting and completing team members' 1:1 and CDR's in an effective and timely manner, sickness/absence management, development of competencies, performance management and providing supervision as required.

Working alongside the Head of Patient and Family, Support & Wellbeing Services be involved with the appropriate recruitment of staff to the Family Support, Spiritual Care and Bereavement teams and be responsible for the effectiveness of the inductions provided to new starters.

To assist staff to develop and maintain appropriate professional boundaries, in line with appropriate code of conduct and hospice policy.

Alongside the Head of training and education be responsible for students, ensuring they are interviewed prior to their placement and allocated mentors/supervisors for

their time at the Hospice. To ensure detailed inductions and all assessments / paperwork is completed. To allocate their rota to be consistent with their mentor.

To take responsibility for all volunteers within the Family Support, Spiritual Care and Bereavement Services, ensuring correct paperwork is completed, interviews and inductions are undertaken, that they are assigned a mentor and have received the appropriate training for their role.

Provide leadership, supervision and support to staff, volunteers and students.

To contribute to the programme of team and staff meetings within the service and lead the meetings when delegated.

To ensure that all team members are up to date with their mandatory training

To effectively manage change within the service and take responsibility for communicating change management strategy in a positive and sensitive way

To promote high staff morale by inspiring a shared vision and common goal.

Operational Management/delivery

To take responsibility for management of the Family Support, Spiritual Care and Bereavement services ensuring the safety and quality of all aspects of this service.

To manage the staff rota and check and authorise the Shiftbase process for your teams.

To ensure prompt and accurate assessment of relevant newly referred patients/clients.

To oversee each teams meetings and case reviews to ensure fair and appropriate allocation of referrals to appropriate caseloads.

To undertake regular reviews of the social work, spiritual care and bereavement teams' casework and caseload to ensure practises are in line with policies and procedure and to ensure workloads are proportionate and fair.

To hold a caseload of patients/clients relevant to qualification and expertise.

To develop and support delivery of patient and carer groups including bereavement.

Work closely with colleagues in the multi-disciplinary team to achieve best possible outcomes for patients, families and carers.

Promote a holistic, multidisciplinary approach to care that recognises the emotional, social, practical, cultural and spiritual needs of patients and those important to them.

To ensure there is a regular presence on the adult Inpatient Unit (IPU) from social work and spiritual care.

To attend the weekly IPU Multi-disciplinary team (MDT) and weekly Specialist Palliative care MDT along with one other member of the social work and spiritual care team to update the MDT regarding the adults accessing care through the Hospice and support wider discussions.

To be aware of other specialist agencies, liaising with them to understand the services they provide.

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To coordinate referrals to other specialist agencies according to the assessed need of the patient/client.

To ensure accurate and contemporaneous record keeping is maintained in accordance with professional guidelines and Hospice policy.

To effectively and efficiently implement identified changes, influencing and engaging with the team, patients and volunteers.

To work within the hospice safeguarding policies and procedures to ensure the safety of patients and their families.

To work in accordance with the requirements of the Mental Capacity Act (2005) to ensure that patient Capacity is determined, and actions taken appropriately.

Ensure confidentiality is maintained at all times.

Work according to the hospice equality and diversity policy, supporting equality, diversity and rights of all, including all patients their families and staff.

Respecting individual and cultural choices and observances.

To attend identified meetings and feedback to the Head of Patient and Family, Support and Wellbeing Services and where appropriate to the rest of the team.

Education, training and professional development

To proactively assess own development needs and seek out development opportunities, which will enable enhanced contribution to meet the objectives of the Hospice Strategy.

To participate in the induction, training and support of new staff and students within the hospice.

To participate in the development and delivery of teaching and training including internal and external courses, education and awareness raising events for professionals

To work closely with the Head of Training and Education to identify areas of need within the family support, spiritual care and bereavement services team and support the learning of the team to enable the deliver a quality service.

To develop extended skill in communication pre and post bereavement with patients, their families, and colleagues within the Hospice multi-disciplinary team.

To attend and participate in mandatory training and relevant meetings on a regular basis and ensure all mandatory training is up to date.

To lead, develop and participate in external and 'in-service' training, developing expertise in palliative care.

Ensure personal and professional development through reflective practice and peer supervision.

Provide mentorship, clinical and professional supervision to other members of the Family Support, Spiritual Care and Bereavement services team.

Governance, Quality, Audit and Research

Working alongside the Director of Governance and Quality and Head of Patient and Family Support and Wellbeing Services, contribute to achieving the required compliance in relation to the CQC Key Lines of Enquiry.

To identify opportunities for and actively participate in regular clinical audit of all services to aid ongoing service improvement and development.

To keep up to date with research and audit activity to ensure that practice is appropriately updated in line with latest guidance, research findings and local policies and procedures.

To assess, report and manage risks in line with hospice policies.

To identify and report verbal complaints and compliments in line with hospice policy.

To contribute to the Governance framework of the hospice undertaking the updating of policies and procedures in line with government proposals, national and local guidelines, as required by the Head of Patient and Family, Support & Wellbeing Services and/or Director of Governance and Quality.

Keep up to date, informing the team of any changes in relations with governance activity and latest policies and procedures.

To initiate and take responsibility for the investigating of any incident reporting for Family Support, Spiritual Care and Bereavement services, ensuring the appropriate action is taken, the situation is diffused, and the process is communicated effectively in conjunction with the Head of Patient and Family, Support & Wellbeing Services.

Monitor activity, outcomes and service demand, producing reports to the Head of Patient and Family support & Wellbeing Services as required.

To undertake the collection of productive and quality data as required by the Head of Patient and Family, Support & Wellbeing Services

To encourage patient and family participation in service development

To proactively identify areas where changes to routines and practices will result in quality improvements.

To ensure promotion of good health, safety , security of staff, patients, relatives and significant others. Understanding hospice health and safety procedures as well as possessing knowledge of COSHH regulations

Management of People

Direct: Social Worker, Family Support Case Worker, Bereavement Counsellors, Bereavement Support Case Workers, Spiritual Care Lead

Indirect: Volunteers, Students

Contacts & Relationships

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

To act as a point of reference for peers and subordinate staff for general departmental queries.

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 within the Hospice, by means of constructive suggestions via personal contact, written communications, and meetings.

To provide an internal and external specialist advisory role.

To maintain clear communications with the multi-disciplinary teams.

To attend and participate in external meetings relevant to service delivery, as directed by the Head of Patient and Family Support and Wellbeing Services.

Resources

No specific budgetary control but to have an understanding of budget management within the Hospice, promoting and delivering all aspects of care in a resourceful manner, ensuring services operate within agreed budgets and available resources.

Person Specification

Qualifications

Essential

Post graduate qualification in Social Work, Counselling, Chaplaincy, Health & Social Care, or other relevant discipline.

Registration with an appropriate professional body where applicable.

Evidence of continuing professional development.

Desirable

Leadership or management qualification or willing to work towards

Clinical supervision qualification.

Experience

Essential

Significant experience working within health, social care, counselling, bereavement, psychosocial support or palliative care services.

Experience of managing or supervising staff and/or volunteers.

Experience of multidisciplinary team working.

Experience of safeguarding children and adults.

Experience of service development and quality improvement.

Experience of dealing with sensitive, complex and emotionally challenging situations.

Desirable

Experience of managing people

Experience within palliative care or hospice services.

Experience of managing multiple services or teams.

Knowledge/Skills

Essential

Understanding of family-centred, bereavement and spiritual care.
Knowledge of palliative and end of life care principles.
Knowledge and understanding of safeguarding legislation and best practice.
Understanding of regulatory Mental Capacity Act and Deprivation of Liberties
Knowledge of assessment, care planning and review process and pathways.
Management of people, the ability to influence change
Good interpersonal skills and team working skills
Confident in using information technology and electronic patient records (SystemOne)
Effective time management skills and the ability to organise own work without direct supervision
Self-motivated with excellent interpersonal and communication skills
To be able to demonstrate sound problem solving, facilitation and teambuilding skills, contributing to policy and strategy development
Knowledge of local, regional and national developments in Specialist Palliative Care and how they can impact on Hospice services
Awareness of health and social care agendas and relevant current legislation
Understanding of governance and quality assurance within health, social care and the voluntary sector.

Qualities

Strong leadership and people management skills
Strong organisational, planning and prioritisation skills
Ability to provide support and guidance within emotionally demanding services.
Excellent communication, interpersonal and relationship-building skills.
Ability to work collaboratively across professional boundaries.
Ability to analyse service data and use information to improve service delivery.
To be receptive to change and to act as a change agent.
The ability to assess situations and defuse conflict
To demonstrate a calm and logical approach to problem solving.
Able to deliver on deadlines, maintaining accuracy and attention to detail

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	Head of Support and Wellbeing Services	August 2026
Confirmed by	Director of Clinical Services	25.08.26
Received by.....		
Name (Print).....		