

ST ANDREW'S HOSPICE JOB DESCRIPTION

Job Title	: Family Support Caseworker
Department	: Support & Wellbeing Team
Reports to / Line Manager	: Support, Welfare & Bereavement Lead (Senior Social Worker)
Pay Range	: C3

Purpose of the Job

To work within a multidisciplinary team, working alongside social workers, children's family support and bereavement practitioner, spiritual care and clinical colleagues under the guidance of the Support, Welfare & Bereavement Lead.

To play a key role in delivering holistic support to adults and children with life-limiting conditions, as well as to their families and carers - both within the hospice and across the wider community, addressing psychological, emotional, social, and practical needs through all stages of illness, end-of-life care, and bereavement.

To support the future development and growth of the family support service

Main Responsibilities

Referrals, Assessment, and Interventions

Accept and triage referrals from a range of sources including Hospice services, GPs, hospitals, Specialist Palliative Care team, other health and care providers, and self-referrals.

Hold a clinical caseload, acting as a key worker to deliver psychosocial support through comprehensive assessment, care planning, delivery, and evaluation.

Collaborate with the multidisciplinary team to co-produce personalised care and support plans that enhance patient and family wellbeing.

Facilitate timely referrals to specialist agencies and services in response to assessed needs.

Emotional and Practical Support

Provide empathetic emotional support and active listening to patients and families, both in individual and group settings - via face-to-face meetings, telephone calls, or visits including patient's homes, care homes, hospitals etc.

Support individuals and families coping with distressing and sensitive issues including diagnosis, prognosis, and bereavement using effective communication.

Assist in facilitating memory work and legacy activities, in collaboration with other team members.

Advocacy and Liaison

Advocate for patients and families in accessing appropriate services, including welfare, housing, community care, and legal/financial support.

Act as a liaison between families and hospice or external professionals to ensure continuity, coordination, and quality of care.

Information, Signposting, and Navigation

Provide accurate and up-to-date information about other accessible support services.

Assist families in accessing practical resources including guidance on respite care facilities, mental health services, advance care planning, discharge planning etc.

Team Collaboration and Record Keeping

Attend and contribute to multidisciplinary team (MDT) meetings, family support discussions, and case reviews.

Maintain high standards of documentation and ensure accurate, timely, and confidential use of the clinical information systems.

Escalate concerns appropriately and contribute professional input into complex or sensitive cases.

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Provide guidance and support to other professionals and contribute to shared learning in distressing or complex situations.

Work alongside nursing and medical colleagues to coordinate admissions, transitions, and discharges.

Service Development and Quality Improvement

Contribute to ongoing service development through reflective practice, feedback, and team collaboration.

Engage in regular supervision, professional development, and training sessions to maintain the highest professional standard.

Uphold the hospice's values in all interactions with patients, families, and colleagues.

Support the hospice in maintaining compliance with internal policies and external standards, including Care Quality Commission (CQC) requirements.

Foster strong communication practices and seamless care delivery through close collaboration with internal and external partners.

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

Additional Responsibilities

Support the supervision of students and volunteers and contribute to the delivery of training where appropriate.

Management of People

Direct: None

Indirect: Volunteers, students and trainees

Contacts & Relationships

Patients and their families/carers.

Family support, wellbeing, bereavement, and spiritual care teams.

Clinical staff including nurses, doctors, physiotherapists, and others.

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Senior managers and operational teams across the hospice.

Volunteers supporting patient and family services.

External agencies including GPs, community health, mental health, social services, education etc.

Resources

None

Person Specification

Qualifications

Essential

Minimum Level 3 qualification in Health & Social Care, Counselling, or a related field.

Relevant training in providing psychosocial support, counselling, bereavement support or related.

Record of ongoing professional development.

Desirable

Degree in Social Work or Counselling.

Experience

Essential

Demonstrable post qualifying experience.

Experience in carrying out assessments, care planning and review.

Experience supporting individuals and families in distress.

Experience working in multi-disciplinary settings.

Desirable

Lived experience of dealing with a life limiting condition and the ability to use this insight in a professional capacity.

Experience of working in a hospice, palliative or end of life care setting.

Experience in social prescribing.

Knowledge & Skills

Essential

Good understanding of the health and social care system.
Understanding of emotional needs around illness, death, and bereavement.
Knowledge of adult and child safeguarding.
Excellent communication and interpersonal skills.
Strong organizational and administration skills.
Excellent record keeping and report writing skills.
Basic Digital literacy (e.g., databases, MS Office and electronic notes).
Ability to manage the emotional impact of working with the dying and bereaved.
Ability to work independently as well as collaboratively within a team.

Desirable

Working knowledge related to the Mental Capacity Act, key issues in the area of deprivation of liberty and best interest care planning and how to balance this with patient choice.
Ability to contribute to service development.

Qualities

Compassionate, non-judgmental and respectful.
Reflective, with commitment to learning, supervision and professional development.
To be receptive to change and to act as a change agent.
Ability to work effectively with all agencies involved in the support setting.
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.
Ability to manage personal grief appropriately to work effectively in an environment that has potential exposure to bereavement and other concerns.

Other

Access to own transport for community and home visits.

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).....