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| |  | | --- | | **JOB DESCRIPTION & PERSON SPECIFICATION**  **Mary Ann Evans Hospice**  **Eliot Way, Nuneaton, Warwickshire, CV10 7QL**  t. 02476 865440 e. [geh.maryannclinical@nhs.net](mailto:geh.maryannclinical@nhs.net) | |
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| **Job Title:** Family Support and Bereavement Services Team Lead |
| **Responsible to:** Head of Quality and Education |
| **Hours:** 37.5 hours per week (30 hours would be considered for the right candidate)  **Salary:**  NHS Agenda for Change Band 6  **Developed:** May 2022 |
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**Job Summary:** To lead and manage the Family Support and Bereavement Services team and the provision of emotional support to adults and children struggling with a bereavement or pre-bereavement (imminent death of a loved one).

**Hospice Values: I Matter**

The Hospice is committed to ensuring a healthy work-life balance for staff given the nature of the environment and care services provided. In 2017, staff across all the Hospice shops and within the Hospice were invited to attend a two session “I Matter” process looking at what they felt were the important qualities to ensure a healthy work balance and how they felt valued at work.  The outcome of this engagement with staff identified the following as key personal elements:

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| * being listened to | * appreciated |
| * respected | * trusted |

Staff also looked at their individual responsibility also to help others feel valued, how they appreciated having freedom to grow and the importance of self-awareness.

Communication was a vital ingredient running through the whole process.

The Hospice is committed to ensuring “I Matter” stays at the centre of its ethos for all its workforce and staff have equally committed themselves to the process.

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| **I***ndividual* | **M***atter, important* | **A***ppreciated* | **T***rusted* | **T***ime invested* | **E***ngagement* | **R***espected* |

**Key working relationships:**

* Head of Quality and Education
* Family Support Practitioners and volunteers
* Clinical Services Operations Lead
* Community and Mary Ann clinical colleagues
* Place Based Team Professional Lead, Clinical Practitioner and Band 6 colleagues
* Data and Referrals Administrator
* Hospital and Community staff, including palliative and end of life practitioners

**Duties and Responsibilities:**

**Service management:**

* To manage all elements of the day to day running of the service, delegating appropriately.
* Manage the Family Support and Bereavement Service team ensuring they feel supported, adequately trained and workloads are kept to an appropriate level.
* Line management for team to include sickness, absence, capability, and performance related matters.
* Oversee the management, supervision and training of Family Support and Bereavement Services volunteers.
* To manage the assessment of all referrals to the service and allocate clients appropriately to staff/volunteers recognising any risk factors.
* To ensure efficient administration as an integral part of the service, keeping accurate records and maintaining a referral system for all service users.
* Ensuring all relevant data is collated and distributed as required, presenting it in a way to ensure the outcomes of the service are understood.
* Gain client feedback and ensure it is collated, distributed and acted on accordingly.
* Maintain an ongoing review of all client work undertaken by staff and volunteers ensuring best practice, risk management and boundaries are always maintained.
* Liaising with, and supporting, other Mary Ann teams to ensure holistic care is provided for all patients and their families.
* Update all publicity information about the service and promote it as required.
* Ensure the service is reaching its highest potential and aligning with CQC standards and Bereavement Care Standards best practice.
* Attend the Mary Ann’s Clinical subcommittee meetings, taking responsibility for preparing, analysing and explaining service outcomes.
* To be an active member of the Mary Ann’s multi-disciplinary team ensuring bereavement matters and issues are raised.

**Leading the team:**

* To establish and maintain links with other organisations, including schools, involved in the provision of bereavement support.
* To promote and publicise holistically the Mary Ann’s core services.
* To review, amend and/or create Mary Ann policies.
* Ensuring all relevant service audits are undertaken.
* Where appropriate, link in with other community partners in offering different levels of bereavement support.
* Work with other Mary Ann departments in raising awareness within the community about the Mary Ann, their work and vision.
* Identify appropriate grants and opportunities for funding Mary Ann services.
* To develop the service strategically in line with the Mary Ann vision, identifying any opportunities to further develop the service.
* To be an active member of the Association of Bereavement Services Co-ordinators, the National Bereavement Alliance and other forums and networks at a regional and national level.

**Client work:**

* To undertake adult and child emotional support 1:1 sessions, helping clients through a bereavement or facing the imminent death of a loved one. A hybrid delivery model of phone, video calls or face to face support is used as per their needs.
* To oversee the delivery of bereavement group support sessions.
* To attend, and utilise, clinical supervision as part of continuing professional development and to maintain awareness of external resources and progress within bereavement services.
* Maintain confidentiality of patients, staff, volunteers, and visitors in all aspects of our work.
* Knowledge of child protection, safeguarding and vulnerable adults’ legal requirements are essential.

**Standard requirements of all Mary Ann staff:**

1. To be flexible and adapt to the needs of the department and your team.
2. To maintain strict confidentiality and adhere to data protection policies at all times.
3. To observe and maintain security procedures and to be aware of responsibilities towards Health & Safety, Hospice Policies & Procedures and COSHH.
4. MAEH operates a strictly no-smoking policy whilst on duty.
5. Exercise responsible stewardship of hospice resources at all times.
6. Attendance at meetings, events and activities may require the post holder to work beyond the

normal hours/days of work on occasions – flexibility is essential.

1. To have an understanding and demonstrate regard for the Hospice’s values, vision, mission and strategic aims.
2. Travel in the Warwickshire area, and on occasions within the UK, to fulfil role and attend/participate in training and personal development opportunities, using own vehicle or public transport, for which expenses will be met in line with policies.
3. To maintain an effective and collaborative working relationship with other members of staff and volunteers.
4. To participate in an annual performance appraisal, where the job description will be reviewed and objectives agreed.
5. Take responsibility for ensuring the timely completion and/or attendance for all statutory and mandatory training requirements relevant to role as outlined by Hospice Policy.
6. To participate in surveys and audits as required by the service in relation to your role.
7. Conform to conventional standards of professional uniform and business dress when representing the hospice.
8. To accept temporary redeployment within any part of the hospice should the need arise ensuring hospice goals and objectives are met.

**This job description is intended to be the main guide to the principle duties and responsibilities of the post. It should not be seen as an exhaustive, inflexible or prescriptive document. The employee shares with the employer the responsibility to suggest amendments as necessary to meet the changing needs of the hospice.**

**Signed Employee:**

**Date:**

**Signed Line Manager:**

**Date:**

**PERSON SPECIFICATION**

**Family Support and Bereavement Services Team Lead**

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|  | **Essential** | **Desirable** |
| **Education**  **Experience** | * Qualified and experienced regulated and registered Health or Social care professional e.g. counsellor, psychologist, social worker, chaplain, occupational therapist etc. * Substantial experience of working as a manager/team lead. * Experience of working with adults and children struggling with a bereavement/pre-bereavement. | * Experience of working in a hospice or palliative care setting. * Training in supervision. |
| **Skills/Abilities/**  **Aptitude/**  **Knowledge** | * Excellent management and leadership skills – able to support, motivate and develop staff and volunteers. * Excellent oral and written, interpersonal and organisational skills * Ability to present complex information simply to ensure service outcomes are understood by all audiences * Ability to set and monitor objectives and standards of best practice * Report writing / data collection * Use of Microsoft Office and PC skills * Use of person-centred principles to build a safe, honest, open environment and rapport with clients * Adapt communication style to all ages and abilities * Understanding of the need for confidentiality * Ability to hold professional boundaries and know your own limits * Knowledge of safeguarding issues * High degree of accuracy | * Ability to deliver training to others |
| **Personal Qualities** | * Forward thinking with the ability to think strategically to develop the service within Mary Ann’s vision * Self-motivated and passionate * Empathetic approach * Positive, encouraging, sensitive and discreet * Able to deal with matters of a sensitive or confidential nature in a professional and responsible way * Sound understanding of team work and team building * Organised, visionary, forward planning, but wise in how the pace of the service expands but is kept sustainable |  |
| **Other Requirements** | * Able to work flexibly or additional hours on occasions * To be a non-smoker whilst on duty | Be a car owner/driver |