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| |  | | --- | | **JOB DESCRIPTION & PERSON SPECIFICATION**  **Mary Ann Evans Hospice**  **Eliot Way, Nuneaton, Warwickshire, CV10 7QL**  t. 02476 865431 e. [maehenquiries@geh.nhs.uk](mailto:maehenquiries@geh.nhs.uk) | |
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| **Job Title:** Family Support and Bereavement Services Senior Practitioner |
| **Responsible to:** Family Support andBereavement Services Team Lead |
| **Hours: 22.5 negotiable** (with flexibility to cover service if required) |
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**Job Summary:** Supporting a caseload of adults and children who require support with a bereavement or imminent death of a loved one using a person-centred approach. To work closely with the Family Support and Bereavement team, including volunteers, to assist with the assessment and therapeutic support of clients and the management of the service. Work with the Team Lead and other colleagues across the Hospice to advocate and develop emotional support provision.

**Duties and Responsibilities:**

**Client work:**

* Providing one to one emotional support sessions for adults and children who require support with a bereavement or pre-bereavement (they or a loved one have a terminal illness) utilising a person centred approach.
* Using a blended approach to the delivery of emotional support sessions over the phone, in person or online via Zoom.
* Creating, developing and facilitating group support sessions for adults and children.
* Assessing new clients to understand their needs and allocate them to the most suitable support service.
* Providing ongoing supervision and training to volunteers.

**Administration:**

* Assist the Family Support and Bereavement Services Team Lead in ensuring all relevant data is collated, analysed and distributed as required.
* Assist with the development of the Family Support and Bereavement Services team in ensuring the service stays sustainable, efficient and safe and adheres to the Hospice Mission Statement and Visions & Aims as well as CQC requirements.
* Writing and delivering training to staff, volunteers and other health and social care professionals.
* Be responsible for supporting and coordinating of volunteers.
* Administration of data.
* Administration of client files.

**General:**

* Provide cover/substitute for the Team Lead at senior leadership meetings and/or Clinical Governance Group.
* Confidentiality of patients, staff, volunteers and visitors is paramount and an attitude sensitive to our service is of great importance.
* Knowledge of child protection, safeguarding and vulnerable adults’ legal requirements are essential.
* To be willing to undertake other duties appropriate to this post.
* To be willing to undertake flexible hours as and when required.
* Abide by all Mary Ann Policies and Procedures including Child Protection and Safeguarding.
* To attend all Mary Ann mandatory and statutory training.
* Promote and publicise holistically Mary Ann’s core services.
* Work with other Mary Ann departments in raising awareness within the community about the services provided.
* To participate in an annual appraisal, where the job description is subject to periodic review as service requirements change.
* The Mary Ann Evans Hospice operates a strictly no smoking policy whilst on duty.

**Mary Ann ‘I Matter’ Values:**

Mary Ann 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 Mary Ann shops and within Mary Ann 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 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. Mary Ann 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* |

**PERSON SPECIFICATION**

**Family Support and Bereavement Services Senior Practitioner**

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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. * Experience of working with adults and children in a mental health setting. * An interest in bereavement support theory and practice. | * Experience of working with adults/children who require support following a bereavement. * Experience of working in a Hospice or palliative care setting. * Experience in providing clinical supervision. * Experience of working with volunteers. |
| **Skills/Abilities/**  **Aptitude/**  **Knowledge** | * Empathetic approach * Ability to facilitate support groups * Use of person centred principles in therapeutic environment * Ability to build a safe, honest, open environment and rapport with clients * Adapt communication style to all ages and abilities * Utilise clinical supervision * Ability to self-reflect on client work and the emotional impact it has on you * Excellent oral and written, interpersonal and organisational skills * Ability to work alone as well as part of a team * Understanding of the need for confidentiality * Ability to hold professional boundaries and know your own limits * Knowledge of safeguarding issues * High degree of accuracy | * Report writing / data collection * Use of Microsoft Office and PC skills * Ability to deliver training to others |
| **Personal Qualities** | * Self-motivated and passionate * Positive, encouraging, sensitive and discreet * Calm, caring, enabling and supportive manner * Able to deal with matters of a sensitive or confidential nature in a professional and responsible way |  |
| **Other Requirements** | * Able to work afternoon/early evening to provide support to children after school. * Able to work flexibly or additional hours on occasions * To be a non-smoker whilst on duty |  |

Revised May 2022