

**KEECH HOSPICE CARE
JOB DESCRIPTION
Family Support Worker**

Responsible to: Supportive Care Lead

Accountable to: Head of Care

Job Purpose:

- To provide bereavement care within the organisation.
- To work alongside relevant staff in the Supportive Care team in the provision of psychological, emotional, social and spiritual support to staff, patients and families.

Specific Duties:

- To deliver a professional bereavement service and bereavement support interventions with adult and/or children's services.
- To provide a bereavement care perspective to multi-disciplinary teams in the assessment of patients and their families and the allocation of charity resources and personnel.
- To provide a professional service and ensure all professional codes of conduct and guidelines are met and maintained, and to maintain membership of the relevant professional body.
- To be involved, as appropriate, in the organisation of key activities within the organisation, such as Light up a Life, Daffodil Sunday and the Remembrance Service.
- To lead on Bereavement Support Groups, eg. Silver Lining, Sparklers, Parent Support Groups.
- To support the Supportive Care Lead in the development of the Volunteer Visitors Services and telephone Support Line.
- To support the Supportive Care Lead in the development and maintenance of the training of all staff and volunteers within the organisation in aspects relating to Loss, Grief and Bereavement.
- To deliver training and help develop wider training initiatives in the best interests of the charity.
- To be involved in maintaining and developing the supervision of staff and volunteers undertaking bereavement support.
- To maintain records and provide statistical information as required in order to evaluate the effectiveness of the Bereavement Services.
- To promote the services offered by the charity through public talks.
- To keep up-to-date with current practice in bereavement care and maintain links with other bereavement organisations in the area.
- To undertake any other reasonable duty that may be required from time to time.

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Duties in common with other members of staff:	<ul style="list-style-type: none">• To report accidents recording the incident in the relevant book• To be an ambassador for the charity• To maintain the best appearance of your immediate working area• To demonstrate a positive and supportive attitude to staff and volunteers• Respect confidentiality applying to all Hospice areas• Abide by your Professional Code of Conduct• To adhere to the Infection Control Policies and Procedures set by the charity and the Care Quality Commission
Training and Education	To be responsible for liaison with your line manager regarding your own development needs
Health and Safety	To adhere to Fire and Health and Safety regulations and maintain a safe working environment at all times
Policies and Procedures	To take responsibility for being up to date with current policies and procedures and to adhere to these
Equal Opportunities	To treat everyone with whom you have contact through your work with equal dignity and respect regardless of race, colour, gender, sexual orientation, marital status, creed, religion, disability, age, or any other factor that could be used in a discriminatory manner

The above job description is not an exhaustive list of all the duties of the post holder. It will be reviewed in conjunction with the post holder.

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Person Specification

	Requirement	Essential/Desirable	Assessment
Qualification/Education/Training	<ul style="list-style-type: none"> Bereavement course or counselling qualification Extensive experience with children, young Adults and/or Adults with life limiting illness 	Desirable Essential	Application/ interview
Experience	<ul style="list-style-type: none"> Experience in working in areas where there is death and dying. Experience of supporting others who have been bereaved Experience in working with families Experience in working with volunteers Experience in the delivery of training 	Essential Desirable Essential Desirable Desirable	Application/ interview
Knowledge	<ul style="list-style-type: none"> Understanding of Palliative care and life limiting illness. Understanding of family systems Understanding of pre and post bereavement care / support An understanding of the value of volunteers. 	Essential Essential Essential Essential	Application/ Interview
Skills & Competencies	<ul style="list-style-type: none"> Ability to work with and support patients and their whole family with their diverse needs. Excellent communication and interpersonal skills. Ability to work independently, in a team and collaborate with the multidisciplinary team. Ability to deliver training. Good organisational skills Computer literacy. 	Essential Essential Essential Essential Essential Essential	Application/ interview Interview Application/ interview Application Application Application
Personal Attributes	<ul style="list-style-type: none"> Friendly and Outgoing manner. Able to work flexibly. 	Essential	Interview Application

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	<ul style="list-style-type: none">• Proactive and innovative.• Motivated.		Application/ interview
Other	<ul style="list-style-type: none">• Full driving licence	Essential	Application