

RAINBOWS HOSPICE FOR CHILDREN AND YOUNG PEOPLE JOB DESCRIPTION

Job Title: Family Support Worker
Responsible to: Head of Family Support
Accountable to: Director of Care

Job Summary

To assess families needs for information and support from referral through bereavement. To provide family support according to the families individual needs and where appropriate in partnership with other professionals and agencies.

Key Responsibilities

- To support families through referral process in conjunction with the family support team.
- To facilitate the assessment of children and families, newly referred, for suitability of accessing family support service and/or Hospice care.
- To ensure that children, young people and their parents are empowered through information and understanding of their rights and options to access services required.
- To provide signposting and/or practical assistance to enable the families to access the information and practical support required, ensuring families have access to the information and services that they require.
- To assess the families individual needs and identify appropriate available services.
- To facilitate the provision of ongoing emotional support to families in conjunction with the family support team and key-workers, to ensure available support is appropriate and timely.
- To provide information about Rainbows and other relevant services, is available for families and professionals, and to promote the services of Rainbows to professionals, agencies, support groups etc.
- To ensure that the families individual needs are met, including the cultural, ethnic and spiritual aspects.
- To support the child and their family before and following death.
- To liaise with other professionals/agencies involved with a family to ensure continuity of care.

- To assist with the audit of the service and ensure that there is evidence based practise.
- To participate on the on-call rota for family support when required.
- To identify gaps in service provision and develop, implement and evaluate further developments with the family support team, families and other professionals.
- To involve children, young people and their families whenever possible in care planning and delivery.

Management

- To contribute to effective communication within the hospice.
- To be part of the senior nurse on-call rota for the hospice if appropriate.
- To represent the Hospice at external meetings to make links with related agencies.
- To attend all required in-house meetings.
- To support the development and implementation of the business plan.

Training and Development

- To attend staff development programmes, training courses, conferences and study days as deemed necessary.
- To maintain own professional portfolio and keeping updated with developments and research based practice within given field of expertise and sharing knowledge.
- To offer input to training programmes as appropriate.

Safeguarding Children and Vulnerable Adults

- To comply with Hospice and Leicester City LSCB Policy, Procedures and Practice.
- To follow hospice policy regarding the management of safeguarding concerns.
- To access mandatory training as required.

Equality, Diversity and Rights

Rainbows Hospice for Children and Young People is committed to improving the quality of its services to all people, irrespective of race/ethnicity, disability, gender, religion or

belief, age or sexual orientation. Our objective is to deliver high quality services that are accessible, responsive, and appropriate to meet the diverse needs of different groups and individuals. As such, we will continue to take action to ensure that staff and volunteers employed by Rainbows Hospice are culturally aware and treat every person with dignity, respect and fairness, in a way that is sensitively responsive to differences and similarities. Unlawful discrimination and other forms of exclusion have no place within Rainbows Hospice.

Responsibilities;

- To support equality, diversity and rights of all including children, young people and their families, staff and volunteers.
- To actively promote the consultation of children/young people and families and their involvement and participation in decision making.
- To work to the Hospice Equality and Diversity Policy.

Health and Safety

- To carry out duties placed on employees by the Health and Safety at Work Act 1974.
- To comply with Health and Safety Policy.
- To take reasonable care for the Health and Safety of themselves and others whom may be affected by their acts or omissions at work.
- To co-operate with their employer as far as is necessary to meet the requirements of the legislation.
- To not intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety or welfare in the pursuance of any of the relevant statutory provisions.
- To be aware of and adhere to current policies regarding infection control at all times.

General

- To maintain a high standard of personal hygiene and presentation.
- To act at all times in a professional manner, respecting the needs of colleagues and co-operating to maintain a harmonious working environment.

This job description is subject to amendment and may be changed from time to time.