

Position:	<i>FAMILY SUPPORT SERVICES COORDINATOR</i> <i>Rennie Grove Band 6</i>		
Reports to:	Family Support Services Lead	Direct reports:	Sessional Supervisors & FSS Team Volunteers
Location:	Grove House, Waverley Road, St Albans, Herts, AK3 5QX Travel between all Rennie Grove offices is required on occasion as part of this role	Hours:	37½ or 30 per week with flexibility required to cover occasional evening & weekend working

Job Summary: the post holder is expected to

- Assist the Family Support Services Lead and Clinical Lead for Patient & Family Services in maintaining and developing the Rennie Grove Hospice Care (Rennie Grove) family support service and strategy.
- Coordinate and be responsible for the running of bereavement support and carer support groups.
- Provide bereavement support to a limited number of clients.
- Be involved in the selection and training of team volunteers and line manage the volunteers.
- Be involved in providing group supervision and support to Rennie Grove nursing staff.

Rennie Grove Mission

Our mission is to offer excellent palliative and end-of-life care based around patients and their families both day and night.

Key tasks / duties

Professional

- Assist the FSS Lead and Clinical Lead for Patient & Family Services in maintaining and developing the Rennie Grove family support service and strategy.
- Provide bereavement and pre-bereavement support to a limited number of clients with complex needs across the whole Rennie Grove geographical area.
- Coordinate and be responsible for running Rennie Grove bereavement support and carer support groups within the Rennie Grove catchment area.
- Work with trained bereavement volunteers within the groups.
- Be involved in the selection, training and management of volunteers.
- Assist in managing the bereavement referrals for specific identified nursing teams and provide cover as required.
- With the FSS team, manage the referrals for Rennie Grove counselling support including assessment and allocation of referrals.
- Oversee the sessional supervisors providing professional supervision to the volunteer counsellors.
- Manage referrals, assessment and participation in the facilitation of the Cancer the Next Step Programme in conjunction with the FSS Lead.
- Maintain a clinical caseload of clients with complex needs as a level 3 practitioner.
- Maintain accurate patient statistics and routinely provide details of service activity as required.
- Represent Rennie Grove externally as required.
- Liaise with other organisations and health professionals as required.
- Maintain accurate patient/ client records and provide verbal or written feedback as required.

- Participate in the development, implementation and evaluation of Rennie Grove policies and procedures as required.
- Attend and contribute to team and organisational meetings.
- Participate and contribute to the quality and audit programmes for the Family Support Service and Clinical services.
- Attend and participate in the organisation of the annual service or events linked to bereavement.
- Take a flexible approach to working, providing cover for colleagues as required across the whole geographical area of Rennie Grove.
- Participate in continuous service reviews and implement any changes in service delivery as indicated by the reviews.

Managerial

- Line manage the Sessional Supervisors and team volunteers.
- Meet the organisation's guidance on completion of one to one meetings and individual performance reviews (IPR) with relevant staff.
- Communicate with and support team volunteers.
- Deputise for the FSS Lead as necessary.

Personal / professional

- Comply with all Rennie Grove policies and procedures.
- Maintain required organisational standards for all mandatory training.
- Keep up to date with current legislation, professional practice issues and relevant developments in palliative care and bereavement.
- Maintain a professional portfolio in order to demonstrate professional development in keeping with CPD requirements.
- Maintain and improve professional competence by attending training courses, study days and conferences as appropriate.
- Demonstrate ongoing personal and professional development in accordance with annual Individual Progress Review (IPR) system.
- Attend relevant meetings as appropriate.

Health and safety

- Understand the fire regulations and action to be taken in the event of fire.
- Report any accidents / incidents at work and record adverse incidents as appropriate.
- Understand that preventing healthcare acquired infections and infection control is the responsibility of all staff and that infection control policies and guidance must be followed at all times.
- Adhere to the Safeguarding of Vulnerable Adults and the Safeguarding of Children Policies and Procedures.
- Take all measures to ensure the safety of staff, patients, volunteers, supporters, customers and visitors to Rennie Grove in accordance with the Rennie Grove Health and Safety Policy.

Manual handling and / or heavy lifting	Not applicable.
Full, current, valid UK driving licence	Required for this role.
Access to a vehicle which can be used for work purposes	Required for this role.
Car insurance, including business cover	Required for this role.
Disclosure & Barring Service Check (formerly Criminal Records Bureau)	Enhanced check required for this role.

Additional information

- Rennie Grove Hospice Care has been formed by the merger of the Iain Rennie Hospice at Home and Grove House charities and reserves the right to require you to perform your duties and such other duties as may be reasonably required in respect of the combined charity.
- This job description will be reviewed as part of the post holder's annual appraisal and is not intended to be a complete list of responsibilities. To meet the ever changing needs of the service you may be required to perform other duties within your capacity, appropriate with your grade, competence, professional qualifications and general level of responsibility within the organisation.
- Rennie Grove believes in providing appropriate training and development for all employees and the post holder will be encouraged to attend appropriate courses (internal and external).
- Rennie Grove is able to provide its high quality service thanks to the enthusiasm and commitment of both its staff and volunteers. We expect all staff to work positively alongside our volunteers and to demonstrate our values of excellence, collaboration, respect, dignity and professionalism at all times.
- The post-holder will carry out their duties according to the philosophy of Rennie Grove Hospice Care, acting at all times in such a manner to justify public trust and confidence and to safeguard the interests and confidentiality of individual patients and their families.
- The post-holder should be aware of the confidential nature of the work of Rennie Grove at all times.
- Rennie Grove is a no-smoking organisation.

This job description is an interim job description and will be reviewed and updated as duties and responsibilities change in response to the current service review and any future service reviews as the organisational develops to meet funding restrictions. There is an expectation that the post holder will have an adaptable approach in the light of these reviews and be willing to work flexibly to accommodate further duties as required.

Person specification	Essential	Desirable
Education, training and qualifications		
• Degree level / Diploma	Y	
• Nursing background		Y
• Formal counselling qualification	Y	
Experience		
• Relevant experience of managing staff/volunteers		Y
• Substantial experience of counselling	Y	
• Proven experience of working effectively in a team	Y	
• Experience in palliative care		Y
• Experience of working with bereaved families	Y	
• Experience of working with volunteers		Y
• Experience of working with groups		Y
Knowledge and skills		
• IT literate (e.g. Word, Excel, Outlook, databases)	Y	
• Excellent written and verbal communication skills	Y	
• Management of volunteers		Y
• Excellent judgement and good decision making skills	Y	
• Good organisational skills	Y	
• Strong people management skills	Y	
• Excellent customer service skills	Y	
• Able to work accurately with excellent attention to detail	Y	
• Ability to build relationships with a diverse range of people	Y	
• Skills in implementing change	Y	
Personal qualities / other		
• Drive and enthusiasm	Y	
• Ability to work autonomously and as an effective member of a team, using initiative	Y	
• Caring and empathetic approach	Y	
• Excellent interpersonal skills	Y	
• Supporting in change management	Y	
• Self-motivated & uses initiative	Y	
• Flexible and adaptable to a variety of tasks	Y	

Person specification (cont'd)	Essential	Desirable
Personal qualities / other (cont'd)		
• Ability to prioritise effectively and produce work to high standards under pressure	Y	
• Commitment to Rennie Grove mission and aims	Y	
• Ability to maintain confidentiality	Y	