

JOB DESCRIPTION: COMMUNITY OUTREACH WORKER

LOCATION: OFFICE BASED IN BIRMINGHAM

RESPONSIBLE TO: HEAD OF CLINICAL PROGRAMMES

CONTRACT: 3 YEAR FIXED TERM CONTRACT OF UP TO 35 HOURS PER WEEK

PURPOSE OF ROLE

We know from research that the number of children with life limiting conditions is proportionally much higher in those from minority ethnic backgrounds and that often these families do not access the support that is available from children's hospice and palliative care services. The role of our community outreach worker will be to engage with families of children with life limiting conditions in black and minority ethnic communities and from cultural and social backgrounds who are harder to reach and who may find it more challenging to uptake palliative care services. You will help to link families with children's palliative care services in the region as well as other regional services and national services provided through the Together for Short Lives Family Support Hub. You will work directly with these communities to understand what support is needed. An important part of the role will be to develop strong links with professionals and services working in the region, reaching out to a wide range of community groups, professional groups, organisations and networks and creating opportunities for joint working. You will also raise the profile of Together For Short Lives with established palliative care networks and promote the resources and support that is provided for families and professionals.

You will be based in your local children's hospice and will be part of the Practice Service Development team at Together for Short Lives. There is a need to work flexibly with some evening and weekends.

The post holder will be committed to our three-year corporate partnership with Morrisons and will work closely with community champions connecting local Morrisons stores with families of children with a life-limiting diagnosis in the community.

DUTIES AND RESPONSIBILITIES

Connecting and Coordinating

1. Build a bank of knowledge about health and social care services and children's palliative care services provided locally.
2. Help and support families to navigate the health and social care system and access the palliative care services and support they need for their child and wider family.
3. Make introductions to services, for example children's hospices and local community services such as social care and community nursing teams, local and/or national organisations.
4. Raise awareness of Together for Short Lives' Family Hub, increasing take-up of vital services including our helpline, "Voices for Families" legal advocacy support, peer support groups and financial support (direct and indirect grant-making).
5. Identify those families who are 'hard to reach' families, for example faith, cultural or community groups or those from a remote or rural areas.
6. Identify and build relationships with community groups, faith organisations, voluntary groups and business organisations within the community to raise awareness and provide information on palliative care services provided locally.
7. Meet with families in a variety of settings, including community centres, families' homes or other appropriate settings.

8. Work with organisations and key leaders in the area to develop an understanding of the challenges of palliative care as a concept amongst ethnic and diverse groups in the region.
9. Explore the needs and wants of families with a child with a life-limiting condition in the region, with a particular emphasis on ethnic and diverse groups, providing insight to Together for Short Lives and the wider palliative care sector.

Family support and Engagement

10. Offer advice and support to families/children requiring palliative and end of life support.
11. Capture and record family voices and stories and share these across Together for Short Lives to inform all aspects of our work in formats that can be used externally to inform stakeholders of the issues families and professionals face.
12. In partnership with Morrison's Community Champions and Coaches organise and facilitate a series of '*Community Let's Talk Hub's*', offering families the chance to meet others in their situation, and meet professionals in low-stress environments.
13. Organise and facilitate a series of '*Memory Making and/or Fun Days*' delivered in the community.
14. Encourage uptake of our services, including our peer support groups, with families in the locality.
15. Support parents/carers to access benefits and grants.
16. Help identify and grow family and professional experts/advocates who are willing to support the work of Together for Short Lives beyond the end of this partnership.
17. Explore avenues to support the needs of the wider family e.g. siblings, grandparents, aunts and uncles.
18. Act as a linguistic and cultural link between professionals and families.

Networking and Professional Engagement

19. Build strong links with all services in the local children's palliative care network.
20. Help raise awareness of palliative and end of life care services. including local children's hospice and where appropriate, support referrals to these services.
21. Reach out to a range of practitioners in health, social care and relevant education providers to raise awareness of Together for Short Lives and children's palliative care.
22. Support opportunities for professional engagement and knowledge exchange in children's palliative care across the locality.
23. Represent Together for Short Lives and be the liaison between the networks and the hospices and the team at Together for Short Lives, sharing and promoting Together for Short Lives resources, education events and digital platform to enhance professional engagement.
24. Educate and build awareness locally of cultures and rituals that may be followed by different groups within the locality in relation to palliative care, death and dying.

General

25. Provide regular (monthly) updates to PSD Leadership Team and attend team meetings in the Bristol office.
26. Work within the guidelines of the organisations safeguarding policy and the Local Safeguarding Children's Board (LSCB) procedures.
27. Actively contribute to Together for Short Lives team meetings and to wider organisational meetings and events where appropriate.
28. Carry out any other duties as are within the scope, spirit and purpose of the post as requested by your line manager

PERSON SPECIFICATION

QUALITIES	ESSENTIAL	DESIRABLE
Qualifications	Diploma, Degree level or above in a relevant professional field working with children and families in health, social care, community, or education.	<p>Registered with a relevant professional body e.g. Social Work England, BACP, NMC, HCPC</p> <p>Postgraduate qualification in management and leadership.</p> <p>Qualification in Palliative Care.</p> <p>Bereavement and Loss Counselling.</p> <p>Qualification in child development</p> <p>Advanced communication training</p>
Experience	<p>Proven experience working in a healthcare, education, community or social care settings with children with complex health needs/families</p> <p>Understanding of children's palliative care and the work of children's hospices</p> <p>Assessing the full range of needs of families caring for babies, children or young people with complex health needs.</p> <p>Sound knowledge of children's safeguarding practice. Providing information to a range of service users.</p> <p>Building and maintaining strong working relations with professional partners across community, acute, tertiary settings.</p> <p>Understanding of working with diverse communities.</p> <p>Record keeping and knowledge of GDPR. Collecting and monitoring data.</p> <p>Experience of organising and running events, and completing risk assessment</p>	<p>Experience working on a helpline</p> <p>Understanding and navigating the health and social care sector.</p> <p>Experience in palliative care.</p> <p>Experience of working in a children's hospice</p> <p>Experience of working with families who are bereaved</p> <p>Experience working in the community</p> <p>Understanding and experience of managing safeguarding concerns, including following safeguarding referral processes and liaising with social care professionals.</p>

Skills & Abilities	<p>Able to develop and maintain relationships with a range of partners within community settings, meeting professionals and leaders of community groups</p> <p>Cultural sensitivity and awareness.</p> <p>Confident, clear and professional communicator through a range of mediums (face to face, email, telephone) with both families and with health/social care professionals.</p> <p>Competent IT skills including MS office and Excel knowledge.</p> <p>Used to managing time effectively.</p> <p>Holistic approach.</p> <p>Flexible and used to working on own initiative.</p> <p>Able to plan, prioritise and implement work allocated in a timely manner.</p> <p>Ability to work on own initiative and to manage time effectively.</p> <p>Ability to respect and maintain confidentiality.</p> <p>Ability to explain and help navigate the health and social care sector.</p> <p>Ability to signpost to a range of services and support in line with a family's needs</p> <p>Must have a full clean driving licence.</p>	<p>Experience in supporting families within an acute or community setting</p> <p>Project management</p> <p>Ability to speak fluent English and at least one main language prevalent in the location.</p> <p>Group work skills.</p> <p>Counselling skills.</p> <p>Knowledge of family systems, child development, and interventions with bereaved children.</p> <p>Report writing</p>
-------------------------------	---	--

Personal Qualities	<p>Ability to work effectively in a team and as an independent worker</p> <p>Positive attitude towards change</p> <p>Ability to set and maintain professional boundaries with staff, children, family and visitors</p> <p>Resilient, compassionate and empathetic</p> <p>Flexible approach to work and working hours.</p> <p>Commitment to work of Together for Short Lives and to be an 'ambassador' for the charity at all times</p> <p>Emotionally resilient and pro active in seeking personal support</p> <p>Willingness to travel</p> <p>Ability and willingness to undergo training and train others.</p>	
---------------------------	--	--