**KATHARINE HOUSE HOSPICE**

# FAMILY SUPPORT TEAM LEADER

**Post holder:**

**Area of Work:** Family Support Team

**Responsible to:** Director of Care

**Accountable to:** Director of Care

## **Mission**

“TO OFFER THE BEST CARE SO THAT PEOPLE IN OUR COMMUNITY AFFECTED BY PROGRESSIVE ILLNESSES CAN LIVE THEIR LIVES TO THE FULL”

#### Department Objectives

**Team Structure**

Director of Care

Family Support Team Leader

Counsellors Complementary Therapists

 Spiritual Care Coordinator Pastoral Care Volunteers

The Family Support Team forms part of the hospice’s provision of the integrated, holistic, effective and high quality specialist care provision both within the hospice and in people’s homes. Through the active involvement of patients and those close to them the team aims to maximise the quality of life for all patients and provide appropriate support to those close to them.

**Role within the Department**

The Family Support Team Leader role comprises of two components:

1. Working as a full member of the multi-disciplinary team and work a minimum of 70% of their contracted hours in clinical practice.
2. Managing, developing and co-ordinating the Family Support Team by providing line management to staff and volunteers thus enabling the delivery of high quality support to service users within a multi-professional approach.

The Team Leader will be responsible for:

1. Directly managing, supporting, guiding and developing the service.
2. Undertaking direct care provision, according to their professional expertise, to patients and those close to them
3. The effective operation of the Family Support Team services
4. The provision of support for patients, their families, staff and volunteers
5. The audit and monitoring of the quality of service delivery
6. Ensuring that Katharine House Hospice meets the regulations and outcomes set by the Care Quality Commission in the delivery of the Family Support Team services.

#### Function and Responsibilities

**Specific Objectives**

1. To develop, lead and evaluate the operational management of the Family Support Team.
2. To lead the day to day organisation of the services.
3. To be a member of the Katharine House Hospice Senior Clinical Team and support the Director of Nursing Services, deputising when required.
4. To develop and maintain close working relationships with patients and their carers and health and social care agencies.
5. To be professionally and managerially responsible for the provision of high quality care.
6. To provide leadership, support and guidance to the team.
7. To ensure the provision of necessary training to the team.

### Key Tasks and Responsibilities

In order to meet the above broad objectives the post holder will have responsibilities in five main areas of work as follows:

1. Clinical
2. Managerial
3. Personnel
4. Education
5. Audit and research

Within these areas specific responsibilities will be:

**Clinical**

1. To deliver a clinical service appropriate to their qualifications and experience.
2. To act as a role model within the team to promote the highest professional standards.
3. To ensure the hospice philosophy and mission statement is reflected in the care and support delivered by the team.
4. To provide a high level of expertise in palliative care.
5. To assess the needs of patients and those close to them. Develop and continuously evaluate a plan of care to meet the identified needs.
6. To work collaboratively with all members of multi-professional team to ensure each patient/carer receives maximum benefit from the specialism.
7. To ensure effective liaison with patients, families, carers, members of primary and secondary care teams, hospice multi-professional team, local clergy, social services and other outside agencies to ensure continuity of care and provision of optimum support.
8. To refer patients and those close to them to other agencies for specialist assessment and support, where necessary.
9. To participate and contribute to a range of multi-disciplinary meetings both internal and external to Katharine House Hospice to inform plans of care.
10. To participate as required in Patient User Group meetings.
11. To use both manual and Crosscare solutions, as appropriate, to maintain accurate and contemporaneous patient records.
12. To act as the patient’s advocate in bringing to the attention of the appropriate practitioners the real or perceived unmet needs of the patient, their family, friends and carers.
13. Work closely with other service managers to ensure continuity of care for patients and those close to them.
14. To oversee and support the provision of clinical supervision for staff working in clinical services
15. To manage referrals for staff counselling

**Managerial**

1. To provide line management and support to counsellors, spiritual care coordinator and complementary therapists to meet the operational needs of the Family Support Team, maintaining effective links with organisations which share joint appointments.
2. Overall responsibility for the carers caseload and support other caseloads as required.
3. Promote evidence based practice
4. To actively lead on the production, monitoring and review of operational policies, procedures and guidelines in relation to the services within the Family Support Team.
5. In conjunction with the Director of Care prepare service specifications and documentation for the Family Support Team services.
6. Carry out service audits and reviews as required.
7. Develop and sustain good working partnerships with other professionals/organisations outside of the hospice, identifying opportunities for joint working.
8. To positively promote the services of the team and the hospice at internal and external meetings.
9. Act as a representative and ambassador of the hospice, representing the hospice at external events from time to time to ensure consistently high reputation for the hospice and to help maintain the hospice profile.
10. Liaise closely with all departments within the hospice and hospital and community regarding access to the services offered by the team.
11. Maintain all records both electronic and written as required by the hospice to ensure the service meets local and national regulations and provides the required data for audit and evaluation in a timely manner.
12. To lead on the development of the Family Support Team with the Director of Care.
13. Attend regular meetings with the Director of Care and attend other meetings as required e.g. Clinical Committee.
14. Provide quarterly written reports for the Clinical Committee.
15. Ensure staff adhere to all hospice policies and procedures.
16. To work within the allocated budgetary resources and contribute to effective budget control. Ensure all resources are used appropriately and effectively
17. Ensure staffing meets the needs of the services, including the allocation of annual leave.
18. To submit timely reports of accidents, incidents or errors to Director of Care and carry out investigations as appropriate.
19. To ensure the services promote equality and diversity in relation to patients, those close to them, staff and volunteers
20. Ensure timesheets are completed, signed and forwarded to the Finance department in a timely manner and authorise staff expenses e.g. mileage.
21. To lead on designated work associated with Care Quality Commission compliance, self-assessment and inspection visits.
22. To actively participate in the action planning and implementation process for Care Quality Commission visits and following Care Quality Commission reports, guidance and requirements.
23. In liaison with the Director of Care manage the department’s budget.

**Personnel**

1. To lead in the recruitment of team members and work with the Voluntary Services Department in the volunteer selection process.
2. To manage and lead the Family Support Team through team and personal meetings, annual performance reviews and clinical supervision.
3. To advise, support and develop any volunteers used in the work of the department in liaison with the Voluntary Services Department.
4. To proactively manage staff sickness in line with hospice policy.
5. To ensure the delivery of a quality service by individual team members.
6. To access appropriate level of own clinical supervision
7. To maintain current registration with relevant professional body.
8. To actively participate in own annual appraisal
9. Plan, implement, deliver and evaluate the induction programme for new team members working closely with the Director of Care and other hospice staff.

**Education**

1. To work with other service managers in the planning, delivery and evaluation of mandatory training.
2. To ensure team attend annual mandatory updates.
3. To act as a resource, advisor and role model to team members so that new and junior colleagues can develop professionally.
4. To carry out annual training needs analysis of staff within the department.
5. To authorise training requests and ensure applications for training bursaries are made to grant making bodies e.g. Hospice UK, where appropriate, in a timely fashion.
6. Ensure learning contracts are drawn up for staff as appropriate.
7. To contribute to, and lead on, the delivery of internal and external education and learning to the multi-disciplinary team.
8. Maintain and provide evidence of own continuing professional development, attending relevant training and sharing knowledge with other members of the hospice team.
9. To attend any training or development required by the hospice
10. To keep fully up to date with local, regional and national strategies and developments related to the palliative care and specialities represented within the team.

### Audit and governance

1. Participate in the hospice audit programme.
2. To be responsible for auditing the services quality of care delivery and drawing up an action plan in response to the outcomes. To ensure outcome measures are implemented.

### Other Tasks and Responsibilities

1. To adhere to all hospice policies and procedures

**Key Working Relationships**

* Palliative Care Nurse Specialists
* Advanced Nurse Practitioners
* Ward Manager
* Voluntary Services Co-ordinator
* Head of Fundraising
* Marketing Manager
* Local clergy
* Stafford and District Bereavement and Loss Support Services
* Local Clinical Nurse Specialists
* Social Services

#### Key Competencies and Skills Requirements

**See person specification**

#### Induction

### General Induction Requirements

Fire Safety

Health and safety awareness

Manual Handling

Staff Handbook

Orientation to hospice building

Katharine House Hospice Staff Induction Course

Confidentiality

### Specific Induction Requirements

1 day Katharine House Hospice In Patient Unit

1 day Katharine House Hospice Day Therapies

**Transport**

The post holder must hold a valid UK driving licence and have the regular use of a vehicle with appropriate insurance. Mileage will be reimbursed at the current hospice rate.

**Smoking**

The hospice has a no smoking policy. All hospice premises are considered No Smoking Zones and staff are not allowed to smoke when wearing Katharine House Hospice uniform.

**Personal Development**

Katharine House will support the continuous development of the post holder who is expected to be proactive in ensuring their own clinical supervision and identifying their own developmental needs.

**Confidentiality**

Patient and/or staff information is confidential. It is a condition of Katharine House Hospice employment that you will not use or disclose any confidential information obtained in the course of your duty. Any breach of confidence will be treated as misconduct and dealt with appropriately

**Infection Prevention and Control**

In accordance with the Health and Social Care Act 2008, the post holder will actively participate in the prevention and control of infection within the capacity of their role. The Act requires the post holder to attend infection prevention and control training on induction and at regular updates and to take responsibility for the practical application of the training in the course of their work. Infection prevention and control must be included in any personal development plan or appraisal.

# Health and Safety

All employees have a responsibility to abide by the safety practices and codes authorised by Katharine House Hospice. They have an equal responsibility with management for maintaining safe working practices.

This job description is not exhaustive and the employee may be asked to undertake other duties commensurate with the role. This job description is subject to periodic revision following discussions with the post-holder.

**This post is subject to an enhanced level disclosure by the Disclosure and Barring Service.**

**KATHARINE HOUSE HOSPICE**

**PERSON SPECIFICATION**

# FAMILY SUPPORT TEAM LEADER

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| **Education and Qualifications** |
| **Essential** | **Desirable**  |
| * First Degree
* Registration with relevant professional body
 | * Recognised management qualification
* Recognised counselling course
* Recognised teaching/mentoring qualification
* Advanced Communication Skills Course
 |
| **Experience** |
| **Essential** | **Desirable** |
| * Currently working as a counsellor, social worker, chaplain or complementary therapist
* Minimum of four years clinical experience since qualification
* Two years’ experience of working in a specialist palliative care setting
* Experience of managing a team
* Teaching experience
* Budgetary awareness
* Team management skills
* Experience of multi-professional working
* Complex assessment skills
* Significant experience of working with grief and loss
 | * Demonstrable skills in change management
* Experience of budgetary control
* Experience of staff development
* Experience of partnership working
* Experience of service development
* Experience of working with charitable organisations and with trustees
* Experience of performance management
 |
| **Skills, Knowledge and Special Aptitudes** |
| **Essential** | **Desirable** |
| * Demonstrable clinical skills in palliative care
* Demonstrable ability to make clinical decisions
* Demonstrable people management skills including: motivation of staff and team building
 | * Initiating and managing change
* Working knowledge of Crosscare software
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| **Skills, Knowledge and Special Aptitudes (Cont.\)** |
| **Essential** | **Desirable** |
| * Decision making skills
* Expanding skills and knowledge
* of others
* Team player
* Understanding of current issues and initiatives relating to palliative care
* Confidence in using IT (Microsoft Office)
* Conflict and problem solving skills
* Proven ability in co-ordinating, managing and organising workload
* Good collaborative working skills
* Proven leadership and networking skills
 | * Initiating and managing change
* Working knowledge of Crosscare software
 |
| **Personal Qualities** |
| **Essential** | **Desirable** |
| * Excellent communication and interpersonal skills
* Flexible approach
* Enquiring
* Organiser
* Confident
* Non-judgemental
* Good sense of humour
* Enthusiastic
* ‘Can do’ attitude
* Self-awareness and able to identify stress in self
 | * Effective negotiator
 |
| **Other** |
| **Essential** | **Desirable** |
| * Full UK driving licence.
* Regular use of car with appropriate level of car insurance
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