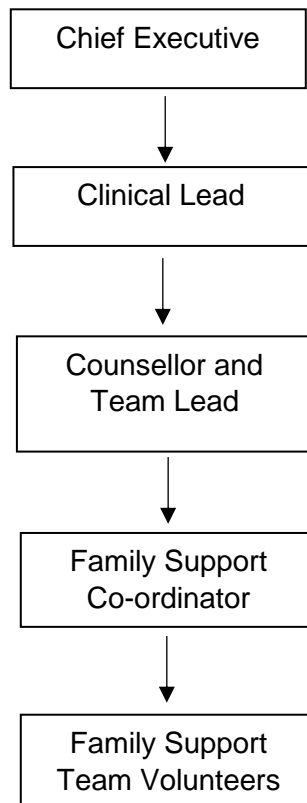


Job Description

1. JOB DETAILS	
Job title:	Bereavement and Family Support Volunteer
Organisation:	Hospice at Home Carlisle and North Lakeland
Accountable to :	Counsellor and Team Lead
Location:	Based from Home
2. JOB SUMMARY	
<p>The volunteer will be part of a team providing bereavement and family support. This will be offered to individuals with palliative care needs within the last year of their life and to their relatives and carers. Predominately working within the home or within our premises at Dalston, the volunteer will provide emotional and psychological support.</p> <p>Referrals and visits will be allocated by the Family Support Team Co-ordinator.</p>	
3. ROLE OF ORGANISATION	
<p>To provide an expert and comprehensive Hospice service to enhance the experience of patients with cancer from diagnosis through treatments to palliative and end of life care and to others with progressive life threatening conditions. The service also supports relatives and carers providing care predominately in the home or within the local community.</p> <p>Hospice at Home is a charitable organisation working alongside and in collaboration with other specialist palliative care providers, local primary care services and Adult Social Care as well as acute settings and residential care.</p> <p>The service provides nursing care and support, respite, specialist services of Lymphoedema, Occupational Therapy, Family and Bereavement Support, Counselling and Complementary Therapy.</p> <p>The service utilises Registered Nurses, Assistant Practitioners, Health Care Assistants, Volunteers, Counsellors and Allied Health Care Professionals supported by administrative staff.</p> <p>Delivers a financial and income generation function which is sustainable and in line with regulatory and legal requirements. To provide a fundraising and marketing strategy in support of the charitable aims.</p>	

4. ORGANISATIONAL CHART



5. KEY WORKING RELATIONSHIPS

Clients to provide a service to individuals throughout series of consultations on a regular basis

Counsellor and Team Lead for managerial support and clinical supervision.

Family Support Team Coordinator for clinical supervision, to accept referrals, for monitoring of workload and forwarding of paperwork associated with role.

Clinical Lead to report to in the absence of the Counsellor/Team Lead.

6. DUTIES AND RESPONSIBILITIES OF THE POST

Patients, Relatives and Carers

To provide emotional and psychological support to individuals prior to death who require help in their adjustment to loss.

Communicate effectively and sensitively with those about to be bereaved and those bereaved anticipating the psychological, social and spiritual needs and offering appropriate support.

To support the relatives and carers of those within their last year of life who require help in their adjustment to loss.

To provide feedback on any changes in circumstances of the individual, their relatives and carers relevant to the family Support Team.

To maintain strict confidentiality with patient/relative/carer information.

Responsible for maintaining accurate caseload records in accordance with Hospice at Home policies and procedures.

Communicate any changes, concerns or anxieties regarding support visits to the Counsellor and Team Lead, Co-ordinator or Clinical Lead as appropriate.

Training and Education

To attend mandatory training as set out by Hospice at Home.

To participate in initial induction and training requirements.

To attend further training/ education sessions as identified by the service and the individual.

Participate in the annual review process.

To attend monthly Group Supervision in line with set minimum standards.

Administration

Responsible for maintaining own caseload records in accordance with H@H policies and procedures.

To complete monthly time sheets detailing dates and duration of visits.

To submit mileage forms on a monthly basis.

Comment on policies and processes relevant to post and service provision.

7. WORK SETTING AND REVIEW
The Volunteer will work largely unsupervised within set frameworks and report to the Counsellor, Co-ordinator or Clinical Lead on a frequent basis.
8. INDIVIDUAL RESPONSIBILITIES
<p>The post holder is expected to</p> <ul style="list-style-type: none"> • Adhere to policies and procedures and relevant legislation including the requirements of the any professional bodies • Attend mandatory training as identified by Hospice at Home • Act as an ambassador for Hospice at Home.
9. CONFIDENTIALITY
The post holder must maintain the confidentiality of information about patients, staff and Hospice at Home business in accordance with the Data Protection Act 1998 and Caldicott principles.
10. HEALTH AND SAFETY
Employees must be aware of the responsibilities placed upon them under the Health & Safety at work Act (1974), to ensure that the agreed safety procedures are carried out to maintain a safe environment for employees and visitors.
11. RISK MANAGEMENT
All staff have a responsibility to report all clinical and non-clinical accidents, incidents or near-misses promptly and when requested to co-operate with any investigations undertaken.
12. EQUALITY AND DIVERSITY
<p>All employees of Hospice at Home have responsibility to:</p> <ul style="list-style-type: none"> ▪ Act in ways that support equality and value diversity. ▪ Treat everyone with whom they come into contact with dignity and respect. ▪ Act in ways that are in accordance with The Equality and Diversity policy and Dignity in the Workplace policy.

13. SAFEGUARDING

All employees have a duty for safeguarding and promoting the welfare of children and adults at risk. Staff must be familiar with the Safeguarding Policy and the process for raising concerns about the welfare of anyone with whom they have contact. Staff must also ensure they receive the appropriate level of safeguarding children and adult training depending on their role within the organisation.

Staff are expected to access supervision and support from their line managers and/or the locality based safeguarding team when managing complex cases where applicable to their role.

14. INFORMATION GOVERNANCE

The post holder must keep up to date with the requirements of information governance; undertake mandatory training and follow Hospice at Home's policies and procedures to ensure that information is dealt with legally, securely, efficiently and effectively.

It is important that the post holder processes personal identifiable information only in accordance with General Data Protection Regulation 2018. The post holder must check with the Caldicott Guardian or Information Governance Lead before creating new systems to process person identifiable information to ensure that this is carried out within the scope of the General Data Protection Regulation 2018.

The post holder must manage the records they create or hold during the course of their employment with the organisation in an appropriate way, making the records available for sharing in a controlled manner subject to statutory requirements and agreed security and confidentiality policies, procedures and guidelines e.g. General Data Protection Regulation 2018, Freedom of Information Act 2000, Caldicott Guidelines NHS Confidentiality Code of Conduct 2003, and professional codes of conduct on confidentiality.

The post holder must maintain the confidentiality of information about service user staff and organisational business in accordance with the General Data Protection Regulation 2018 and Caldicott principles.

It is likely that the post holder will be in contact at some time with a form of information system, and therefore is responsible for implementing and maintaining data quality. The post holder, when making entries into records, must ensure that these are legible and attributable and that the record keeping is contemporaneous. It is essential that information recorded within records either on paper, in an electronic format or both paper and electronic, is accurate, complete and relevant.

15. JOB DESCRIPTION AGREEMENT	
Post holder's signature
Date
Line Manager's signature
Date

PERSON SPECIFICATION

POST TITLE: Family Support Team Volunteer

Factor	Essential	Desirable
Qualification		Counselling qualification. Health or Social care Qualification.
Experience		Experience of working within a health or social care setting or other equivalent professional level Experience of working within the voluntary sector. Experience of working within a palliative care setting.
Knowledge		Palliative Care Awareness of Grief Models
Skills and Aptitudes	Ability to work unsupervised with indirect supervision. Ability to work as a member of a team Well developed communication skills Ability to recognise and handle conflict Recognise own needs for support and training Ability to recognise the boundaries of working within the role. Comfortable talking about death and grief. Comfortable with emotions and distress. Non-judgemental approach	I.T. Literate.
Personal Circumstances	Must be able to travel autonomously across the geographical area covered by the service (when required).	
Other requirements		

PERSON SPECIFICATION AGREEMENT

Post holder

Date

Line Manager

Date