



Job Description

1. Post Title – Family Support Team Assistant

Responsible to Clinical Lead Family Support Team

Responsible for Not Applicable

Hours 26 Hours per Week

Background

Prospect Hospice provides a broad range of end of life care services across Swindon and North East Wiltshire. Our care is delivered in our 16 bed In-Patient Unit, Day Therapy, Outreach Centre at Marlborough, Great Western Hospital and patients' homes. The Hospice has an outstanding local reputation and is committed to ensuring that the patients and families we provide comfort and care for each year continue to receive an exceptional level of support towards the end of their lives as well as helping to influence and enhance best practice in end of life care with other providers.

2. Main purpose & scope

The post holder will be responsible for providing support to patients and their families, to offer welfare benefits advice and wider support to those patients and their families/carers who are referred to Prospect Hospice, as part of the multi-disciplinary team.

Working as part of the Family Support Team, the post holder will assist in the provision of advice, support and delivery of services.

3. Key accountabilities and areas of responsibility

Responsibilities will include but will not be restricted to:

- To work alongside the Family Support Team in providing person centred advice and support to patients, families and those in a caring role.
- To lead in the forming and facilitating the running of carer support groups and events.



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- To communicate clearly with patients and those closest to them, building and maintaining trusting relationships.
- To provide 1:1 carer support to families and friends of patients identified as requiring support.
- To provide a professional service to patients and families who require benefit advice and support.
- To enable positive outcomes for patients and families and maximise benefit entitlements.
- To work effectively within own limitations and recognize the need for appropriate onward referral.
- To supervise and work alongside volunteers within the carer support team and offer debrief and supervision. Annual reviews to be conducted.
- To work in partnership with the multi professional team.
- To maintain accurate records in accordance with Prospect Hospice policy.
- Produce written reports as required.
- To plan and manage caseload of patients for the purpose of benefit checks, calculate entitlements and support people to claim as appropriate.
- To act as an advocate to make the claim process as smooth as possible.
- To attend relevant meetings as requested and contribute to the development of the Family Support Team.
- To deal sensitively and effectively with suggestions or complaints from patients, relatives, staff and volunteers, in liaison with the FST Clinical Lead.
- To establish and maintain effective communication and working relationships with the multi-disciplinary team within Prospect Hospice, local partners and statutory agencies.
- To identify the need for involvement from other services and agencies.

Governance

- To actively contribute to the Patient Services clinical governance framework through participation in education, development, research and audit initiatives.
- To formally and informally reflect on practice and performance within allocated supervision sessions.
- To attend mandatory training as required, and complete online training as allocated.

Professional

- To understand the importance of personal accountability.
- To attend and contribute to multi-professional meetings as appropriate.
- To adhere to the Operational and Clinical Policies, Procedures and Guidelines of Prospect Hospice.



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4. Key Contacts

- Patients and families
- Clinical Lead
- Medical Team
- Multi-disciplinary team members
- Director of Patient Services
- Wider statutory organisations

Person Specification

5. Skills, Knowledge & Experience

Essential

- Working knowledge of the benefits system
- Good knowledge of palliative care or relevant specialist field
- General palliative care experience
- Understanding of reflective practice
- Experience of working within health and social care setting
- Good communication skills, including listening, negotiating skills, communication of ideas and ability to provide advice to other health professionals at all levels
- Excellent interpersonal skills, including ability to provide non-judgmental and empathic emotional support to patients whilst maintaining safe and appropriate boundaries
- Effective problem solving skills and judgment to know which decisions need to be referred on
- Emotionally able to work within the field of palliative care
- Able to recognize own limitations and initiate appropriate onward referral
- Ability to manage time effectively and manage a caseload of patients
- Understanding of clinical governance and its requirements, including clinical audit
- Demonstrate an understanding of patient confidentiality and data protection principles
- Flexible approach to working
- Understanding and experience of multi-disciplinary working



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- Able to demonstrate an understanding of the importance of developing ways to sustain coping, including use of support and supervision
- Good level of IT skills
- Ability to travel between hospice sites and local community
- Required to have use of a car and hold a valid UK driving licence

Desirable

- Relevant experience of working in a health and social care environment
- Ability to promote and inform on welfare rights using relevant communication aids
- Experience of working with volunteers

Personal Attributes

- Commitment to and ability to demonstrate Prospect Hospice values and behaviours at all times
- Able to maintain the highest professional standards at all times, and act as a true ambassador for the Hospice
- To be authentic, open, honest and transparent
- Have a track record of working inclusively and a genuine appreciation of the value of diversity

IMPORTANT ADDITIONAL INFORMATION

The line manager will discuss all elements of the job description with the postholder on an annual basis during appraisal, recognising that some elements may be developed.



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