



JOB DESCRIPTION

Post Title: Family Services Lead - AHP

Responsible To: Director of Care and Lead for Healthcare Partnerships

Accountable To: Chief Executive

Overall Purpose of the Role

- Reporting to the Director of Care and Lead for Healthcare Partnerships, directly manage, support, guide and develop the range and quality of Family Support Services offered to patients, carers and those who have been bereaved, including bereavement support, social work/carer support, psychology and chaplaincy.
- Undertake some direct work with patients, and those close to them, in accordance with professional discipline and expertise.
- Provide Line and/or Professional Management to direct reports (including support to a volunteer team where appropriate).
- Work in partnership with local health and social care agencies ensuring statutory responsibilities for care and services are available, including safety and protection responses, to patients and carers who are under the care of St Luke's

Key Responsibilities

Senior Responsibilities

1. To develop, lead and evaluate the operational management of the Allied Health Professionals Team (AHP).
2. Provide day to day leadership and organisation of the AHP team, and its resources according to the St Luke's policies and procedures.
3. Be a member of St Luke's Clinical Leadership Group and MDT and proactively contribute to the development of services, standards, and assessment and audit tools for patients and carers and act as a resource for other members of the multi-disciplinary team.
4. Deliver an outcome focused, time limited bereavement support service to adults, children and young adults, offering a range of supports appropriate to an individuals assessed needs and signpost / refer people to more specialist services when appropriate, i.e. Mental Health Services

5. Lead on service developments and of best practice and innovative approaches in each area of responsibility to deliver services of the highest quality which demonstrate St Luke's is a centre of excellence and ensure the patient and families are at the centre of decision making.
6. To ensure effective liaison with patients, families, carers, members of primary and secondary care teams, hospice multi-professional team, local clergy and faith leaders, social services and other outside agencies to ensure continuity of care and provision of optimum support.
7. To refer patients and those close to them to other agencies for specialist assessment and support, where necessary.
8. Ensure effective communication systems within AHP, St Luke's and external bodies
9. Work with Community Engagement Officer and Clinical Quality Officer to ensure we are meeting the needs of hard to reach communities.
10. Ensure a wide range of appropriate and evidenced based therapeutic interventions, and support and advice are offered in line with British Association for Counselling and Psychotherapy guidelines, Health and Professionals Care Council and/or British Psychotherapy guidelines.
11. Ensure that the patient/client care delivered by the team is of the highest quality and delivered with compassion and respect at all times.
12. Develop and maintain an understanding of national and local regulations, guidance and best practice in each area of responsibility including an understanding of the implications for the care and support provided at St Luke's.
13. Lead the development and maintenance of effective mechanisms for measuring, monitoring and evaluating the quality of service provided in each area of responsibility, including collection of statistical information, patient reported outcomes, other appropriate outcomes measures and user and staff satisfaction. Regularly benchmark St Luke's services against other providers to inform and develop our care.
14. To undertake direct care provision, according to own professional expertise, and carry a clinical caseload alongside senior responsibility.
15. Ensure the AHP teams are maintaining confidential, accurate client records according to St Luke's policies and procedures.
16. Ensure that comprehensive procedures are in place and are followed for dealing with referrals, assessments and the allocation of patients and clients to the AHP's team and Volunteers.
17. Promote reflective practice and be responsive to changes and developments in practice, supported by a robust system of supervision and Formal 1:1's including the formulation of Learning and Development plans.

18. Make sure the team link into relevant professional networks, attend meetings and events as appropriate.
19. Review present service, identify gaps for development and ensure that effective policies, systems and procedures are established and regularly reviewed.
20. Demonstrate advanced empathetic interpersonal and communication skills in dealing with patients and carers, staff and volunteers.
21. Liaise with line manager to develop all aspects of the department's developmental potential, including specialist group work provision, expansion of work programmes and outpatients/outreach clinics/Clifford House.
22. In conjunction with the line manager contribute in the formulation and monitoring of the budget within the department.
23. In conjunction with the line manager, contribute to the Business Plan for the department and review on an ongoing basis.
24. To attend, contribute and participate in the sharing of information within the AHP department and team meetings.
25. In consultation with line manager, lead in the recruitment and selection of AHP and Volunteers.
26. Contribute to the setting of AHP's team, St Luke's and Clifford House objectives.
27. To represent line manager/St Luke's within internal and external meetings as Necessary and positively promote the services and help maintain St Luke's profile and high reputation.
28. To communicate effectively with all your team members to ensure that they have all the information and guidance they need to fulfil their respective roles; and to ensure that they understand the St Luke's-wide and external contexts in which they and the team as a whole work.

Clinical

29. In consultation with AHP's colleagues and the line manager hold responsibility for the ordering of supplies and maintenance and monitoring of items on loan.
30. To continuously assess clinical and non-clinical risk, and submit timely reports of accidents, incidents or errors and carry out investigations as appropriate.
31. To ensure the services promote equality and diversity in relation to patients, those close to them, staff and volunteers
32. To contribute to St Luke's work associated with Care Quality Commission compliance, self-assessment and inspection visits, ensuring there is an effective programme of continuous quality improvement within the AHP team.

Professional

33. To maintain awareness of service developments and Palliative Care and valid professional registration.
34. To maintain professional standards of behaviour and appearance at all times and to always work within professional Codes of Conduct.

Educational

35. To identify activities around clinical audit which will impact on working practice and service development, providing statistics as required.
36. To maintain own continuous professional development, attending relevant post-graduate training and actively organising and participating in in-service training, in consultation with line manager.
37. To provide evidence based practice and to be willing to take part in research, and to disseminate results of research.
38. To engage in teaching/induction programmes of professionals and students from other disciplines or students.

General

All St Luke's employees are required to:

- Abide by the Health & Safety at Work Act.
- Attend fire and safe handling and moving refresher training annually.
- Respect confidentiality applying to all St Luke's areas.
- Work within St Luke's policies and procedures.
- Comply with St Luke's no smoking policy.
- Participate in and contribute to team meetings.
- Co-operate and liaise with departmental colleagues.

All St Luke's employees are expected to:

- Demonstrate a commitment to their own development, to take advantage of education and training opportunities and develop their own competence.
- Support and encourage harmonious internal and external working relationships.
- Make a positive contribution to fundraising and raising the profile of St Luke's.

Our Values

The Board and Executive agreed St Luke's organisational values in 2015 ensuring they reflect our culture and what we want to achieve together. We have four simple values which set out how we work together to achieve success at St Luke's.

No matter what area of St Luke's we work in and no matter who we work for, we are committed to the following ways of working:

- Compassionate
- Dignified
- Inspired
- Pioneering

Values are really important throughout every team here at St Luke's, we are all responsible for ensuring our values are displayed and to ensure they form a core part of everything that we do at St Luke's. They influence our behaviours, our language, the way we interact with each other as employees and also as human beings. In bringing our values to life, we have created a booklet entitled 'The Little Pink Book' which supports all of us at St Luke's in helping us to put our values into action through our behaviours every day.

Our Values

The Board and Executive agreed St Luke's organisational values in 2015 ensuring they reflect our culture and what we want to achieve together. We have four simple values which set out how we work together to achieve success at St Luke's.

No matter what area of St Luke's we work in and no matter who we work for, we are committed to the following ways of working:

- Compassionate
- Dignified
- Inspired
- Pioneering

Values are really important throughout every team here at St Luke's, we are all responsible for ensuring our values are displayed and to ensure they form a core part of everything that we do at St Luke's. They influence our behaviours, our language, the way we interact with each other as employees and also as human beings. In bringing our values to life, we have created a booklet entitled 'The Little Pink Book' which supports all of us at St Luke's in helping us to put our values into action through our behaviours every day.

We expect staff to familiarise themselves with our values and the expected behaviours, and to ask if they feel these conflict in any way with their roles. These values and behaviours will be used as a reference in our day-to-day working lives, and how we respect St Luke's and those associated with it.

This Job Description is not exhaustive. It will be subject to periodic review and may be amended following discussion between the post-holder and employer.

Date agreed: September 2021

Date for review: September 2022