

DEMELZA HOSPICE CARE FOR CHILDREN

JOB DESCRIPTION

JOB TITLE - Family Liaison Practitioner (Evelina)

REPORTS TO - Family Liaison Lead (Demelza) and Palliative Care Head of Service (Evelina)

ACCOUNTABLE TO - Deputy Director of Family Support and Therapies (Demelza)

PURPOSE OF ROLE

To provide family focused support to children/young people living with serious and/or terminal conditions in Evelina London Children's Hospital (ELCH).

KEY RESPONSIBILITIES

Practice

- To engage with families at the ELCH to agree person-centred action plans of intervention.
- Under the leadership of the Evelina Paediatric Palliative Care Team (PPCT), participate in multi-disciplinary assessments and contribute towards the planning, reviewing and evaluation of targeted interventions.
- To provide information and advice to families regarding local services available to them and to signpost and refer to these services when required. This will also include support and signposting with bereavement support.
- To maintain accurate monitoring and outcome-based records and evidence of practice.
- To liaise with statutory professionals including social service departments, primary, secondary and tertiary healthcare and education services, and voluntary organisations on behalf of families.
- To effectively manage a targeted caseload of families and actively participate in the regular review of these cases in monthly Line Management supervision with Demelza's Family Liaison Lead and at ELCH multi-disciplinary meetings.
- To keep up to date knowledge of financial benefits such as Disability Living Allowance, Direct Payments or Personal Budgets and to give contact details of where specific advice and guidance can be obtained, assisting where appropriate.
- To assess and identify levels of need and present practical responses using a range of options, i.e. benefit appeals, charity applications, access to resources and services, referral to other agencies or professionals.
- To attend Child in Need and Child Protection meetings and school reviews, building positive professional relationships with external voluntary and statutory services that will develop successful outcomes for children and families.

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- To maintain contemporaneous notes on the relevant data systems.
- To be familiar with Demelza, ELCH, local, and national child safeguarding and adults at risk policies and procedures, and ensure any information or concerns regarding a child, young person or family member is escalated within ELCH's and Demelza's guidelines and referred to local agencies as required.

Leadership and Development

- To actively participate in other developments within the Family Support Service, as and when required under the supervision of Family Liaison Lead.
- To ensure safe and high-quality delivery of service at all times by working effectively within all Demelza and the ELCH, policies and procedures.
- To participate in service evaluation and key performance indicators and audit within the Clinical Governance framework, and actively contribute to continuous service and organisation improvement.
- To proactively participate in Demelza Family Support Team days and monthly Line Management supervision.

Education

- To proactively participate in the annual appraisal system with Family Liaison Lead (with input from the PPC team) and to undertake continuing professional development as agreed, attending training courses as identified to achieve service competence and proficiencies.
- To participate in teaching by the PPCT to other services

All employees must have a commitment to challenging views and behaviours that may be perceived as oppressive, discriminatory or abusive, be committed to working within an anti-discriminatory practice, and to work within Demelza's and Evelina London Children's Hospital policies and procedures regarding equality, confidentiality, and safeguarding.

All post holders for relevant roles at Demelza Hospice Care for Children are required to undertake a Disclosure and Barring Service check within vetting and barring procedures, which will be reviewed within a timeframe defined by the Demelza policy or Healthcare Commission legislation or recommendation, whichever is the sooner.

PERSON SPECIFICATION

Essential

- Relevant qualification related to family support/social care
- Experience of working with young people in a multidisciplinary setting
- Experience of delivering individual and family work
- Experience of working with families who find it hard to engage with services
- Awareness of the emotional, social and physical impact that a life limiting illness may have on a child, young person and family
- Experience of managing a comprehensive caseload of families
- Demonstrable proficiency with IT skills and record keeping

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- Understanding of issues facing children and families living with a life limiting condition or complex needs
- Be able to represent Demelza and Evelina London Children's Hospital effectively and professionally at all times, in all forums.

Desirable

- Qualification relevant to social work or social care (NVQ/DipSW)
- Experience of working with young people in a health setting
- Be flexible and adaptable in working styles and approaches to problem solving
- Awareness of bereavement models
- Ability to positively challenge views that could be perceived as oppressive, discriminatory or abusive
- Experience of independent/lone working

The tasks listed in this job description are not designed to be exhaustive and may vary from time to time according to the needs of the organisation. This document will be reviewed in consultation with the post holder as the role and services provided by the organisation develop.

Demelza is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. Safeguarding concerns must be raised in a timely and appropriate manner and effectively escalating these, in accordance with Evelina London Children's Hospital and Demelza Hospice Care for Children's safeguarding policies and procedures.

Employees are required to attend mandatory training as required by their role. Employees are expected to make reasonable efforts attend and engage in development training as part of their role within Demelza. Training may be delivered through a variety of on site and off site methods.

All employees are required to participate in staff performance reviews and supervision and to make all reasonable efforts to attend training and staff development as identified and agreed.

Employees must take the initiative to actively seek out training updates required for their role and for mandatory training, within training expiry time frames. Employees can find their current training records on the HR Database.

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