

Job Description

Job Title: Children, Young Person and Family Service Lead

Responsible to: Clinical Transformation Lead

Accountable to: Director of Care

Job Purpose:

To ensure a full range of holistic based services are accessible to support children and family members affected by a life limiting palliative diagnosis or bereavement. The postholder will work with the Deputy Director of Care- Family and Specialist Services and hospice management to inspire and lead the work of the Family Services across the organisation in order to deliver and increase our reach to more children, young people and families and deliver the strategic aims of the organisation.

Main Duties:

1. Work in accordance with your Registered Bodies Code of Professional Practice/ Standards and Scope of Professional Practice remaining professionally and legally accountable.
2. To provide leadership and operational management to the Family Services Team
3. To be member of the MDT which manages the process of new referrals.
4. To collaboratively conduct the initial holistic assessment of children, young people and their families, considering the suitability of accessing family support service and/or other hospice services
5. To facilitate the provision of ongoing support to families in conjunction with the Family Services Team and wider hospice team, to ensure available support is appropriate and timely.
6. To ensure that all family support services are child, young people and family centred and are culturally sensitive and appropriate.
7. To ensure provision of information about Acorns' services is available for children, young people, their families and professionals.
8. To lead and support members of the team in implementing high standards of evidence-based support to children, young people and their families.
9. To lead in the ongoing development of family support services which are responsive to the needs of service users
10. To ensure that the culture and behaviours of staff within the service reflect Acorns' vision and values.
11. To partnership work to develop specialist service areas.
12. To work collaboratively with others and wider hospice facilities to deliver a safe and effective service which makes best sustainable use of available resources.
13. To support the establishment and maintenance of effective mechanisms for governance and continuous quality improvement.
14. To maintain compliance with, and development of internal and external policies, procedures and guidelines.

15. To ensure child/ young person/ parent or carer involvement in the delivery of services to ensure that feedback informs service developments and improvement in quality.
16. Understand the different ways people communicate, understand how communication affects your relationships at work and know why it is important to observe and be receptive to an individual's reactions when communicating with them.
17. Meet the communication and language needs, wishes and preferences of individuals. Understand a range of communication methods and styles that could help meet and individuals communication needs, wishes and preferences
18. Promoting effective communication, recognise the barriers to effective communication and be aware of ways to reduce barriers to effective communication
19. Work with wider community to improve outcomes for children and young people and families.
20. Maintain clear and contemporaneous paper and electronic records in line with Acorns Policy

Leadership

1. Provide and promote visible leadership to all team members and colleagues. Ensure advice and support is available.
2. Completion of annual appraisals– ensuring each team member takes part in the Acorns appraisal process and has a personal development/ training plan.
3. Work alongside the clinical leadership team to represent the family support team and collaborate with other leaders within Acorns to encourage cohesive and consistent working.
4. Managing access to and attendance of training as planned. Ensuring all staff complete mandatory training.
5. To lead and support the management of staffing, annual leave and recruitment to ensure capacity to meet expected demand.
6. Safeguard children and young people by sharing information appropriately with lead agencies, signposting and being prepared to report safeguarding concerns to the Hospice Safeguarding Lead, Director of Care, Deputy Director of Care- Family and Specialist Services or the Safeguarding Partners/lead agencies as appropriate.
7. Management of sickness absence and conducting back to work interviews as per policy.
8. To support the development of a learning organisation.
9. To attend allocated strategy / operational/ and external meetings as required.
10. To contribute to the wider health economy through collaboration and networking.
11. Synthesise and analyse information to support service development and improvement.
12. Understand how duty of care contributes to safe practice, know what it means to have a duty of care and appreciate how a duty of care contributes to the safeguarding and protection of individuals
13. Recognise opportunities to change which contributes to the direction of effective service delivery.
14. To support Family Service Teams to achieve agreed targets and measured outcomes.
15. Provide health education information to the child and family, to promote a healthy lifestyle and where appropriate address public health issues
16. Always remaining professional, acting as a role model to other team members whilst maintaining professional boundaries.
17. To empower children, young persons and their relatives to make decisions about their care and to exercise choice.
18. To promote communication with the children and young people, encouraging them to express their wishes and concerns to their best ability (this may include non-verbal, electronic or alternative communication methods).

19. To deliver child-focused, family centred palliative and end of life care, alongside other members of the interdisciplinary team

People


1. The family support lead is expected to provide leadership and operational service management to family support team to enable monitoring and managing of the performance and productivity of the team in relation to agreed targets.
2. To ensure the team is aware of their targets, performance, goals and standards.
3. Ensure that regular meetings with staff members reporting to you take place, and that they are supported to develop their own leadership and skills relevant to their role.
4. Prioritise own workload taking into account unplanned, urgent referrals and work demands.
5. Ensure that training needs are prioritised within the team and met appropriately using external & internal learning opportunities.
6. Use learning opportunities and 'reflective practice' to contribute to personal development whilst also understanding the importance of reflective practice to continuously improve the quality of service you provide.
7. Participate in supervision as a means to improving the quality of service.

Management

1. The Family Support Lead is expected to contribute as a budget manager to recognise potential cost pressures/ opportunities to ensure that the deployment of resources is managed effectively to achieve financial balance.
2. Hold a delegated budget and act as an authorised signatory to spend within budget boundaries.
3. Ensure the quality of records and data collection meets all mandatory and any additional requirements. Implement and monitor agreed ways of working and legislation regarding the recording, storing, sharing of information.
4. Maintain patient confidentiality and work within the confines of Data Protection and information governance policy.
5. To attend regularly and contribute to team meetings and clinical/safeguarding supervision to ensure effective communication and shared learning is maintained.
6. Support specific projects and work with identified team members to shape and develop future services.
7. Effectively manage complaints, which may include formal and informal investigations
8. Regular case load review to monitor wellbeing and quality.
9. To actively monitor own teams performance against agreed targets and outcomes, making dynamic adjustments where necessary and in the best interests of both the child and family without compromising Acorns services or strategic goals.
10. To be responsible for the investigation of incidents, near misses and potential complaints in line with Acorns policy and procedures relevant to your area of work
11. Contribute towards and deliver presentation materials for promoting the Palliative Care service to other professional groups within and outside the organisation.
12. Work closely with senior staff to facilitate the development, implementation, monitoring, evaluation and audit of appropriate policies, protocols, guidelines and standards ensuring that they meet current practice and professional regulations.
13. Initiate and participate in research and audit relevant to development and delivery of the service.

Infection Prevention and Control

All Employees and Volunteers of Acorns will be expected to follow all infection prevention

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and control policies and procedures to ensure a safe and healthy environment. This includes maintaining best hygiene practices, using personal protective equipment (PPE) as required, and adhering to safety protocols to minimise the risk of infection. It everybody's responsibility to promote a clean and safe environment for staff, children, young people and their families.

Health and Safety

All Employees and Volunteers of Acorns are required to comply with all health and safety policies and procedures in accordance with the Health and Safety at Work Act 1974. This includes taking reasonable care of their own health and safety, as well as that of others who may be affected by their actions. The role involves using personal protective equipment (PPE) when necessary, following established safety protocols, reporting hazards or unsafe conditions, and participating in health and safety training. All Employees and Volunteers of Acorns must actively contribute to maintaining a safe and healthy environment and cooperate with the employer to ensure compliance with relevant health and safety legislation.

Environmental sustainability

All Employees and Volunteers of Acorns are required to support in minimising environmental impact wherever possible, including recycling, switching off lights, computers, monitors and equipment when not in use. Helping to reduce paper waste by minimising printing/copying and reducing water usage, reporting faults and heating/cooling concerns promptly and minimising travel. Where the role includes the ordering and use of supplies or equipment the post holder will consider the environmental impact of purchases.

Safeguarding

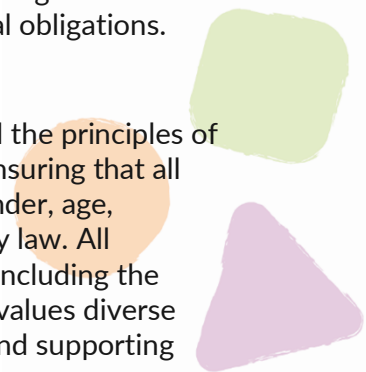
Acorns is committed to safeguarding and promoting the welfare of children and adults and expects all staff and volunteers to share this commitment. It is the responsibility of all staff to always safeguard and protect children and adults at risk, staff must report any concerns as per safeguarding policies and procedures which are available on Acorns internal systems. Every staff member must undertake regular mandatory safeguarding training at a level relevant to their role.

Data Protection and Confidentiality

All Employees and Volunteers of Acorns are required to comply with all relevant data protection laws, including the Data Protection Act 2018 and the General Data Protection Regulation (GDPR). This includes ensuring the confidentiality, integrity, and security of personal and sensitive information. All Employees and Volunteers of Acorns must handle all data in accordance with organisational policies and procedures, ensuring it is only used for its intended purpose and is not disclosed to unauthorised individuals. The role may involve safeguarding personal data, reporting any data breaches, and always maintaining strict confidentiality to protect both individuals' privacy and the organisation's legal obligations.

Equality, Inclusivity and Diversity

All Employees and Volunteers of Acorns are required to promote and uphold the principles of equality, inclusivity, and diversity in all aspects of their work. This includes ensuring that all individuals are treated with respect and fairness, regardless of their race, gender, age, disability, sexual orientation, religion, or any other characteristic protected by law. All Employees and Volunteers of Acorns must comply with relevant legislation, including the Equality Act 2010, and contribute to creating an inclusive environment that values diverse perspectives. The role involves actively challenging discrimination and bias and supporting

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the organisation's commitment to providing equal opportunities for all.



Other Duties:


1. To act as an ambassador for Acorns raising awareness of its charitable aims and objectives and enhancing its reputation through exemplary behaviour, conduct and team working.
2. To contribute to Acorns fundraising aims by raising awareness with your stakeholder groups about how vital fundraising is to the charity's mission and sharing opportunities for fundraising support
3. To put the needs and interests of Acorns children and young people and their families first in all aspects of their work.
4. To ensure compliance with Acorns policies for diversity, employment, equal opportunities, health and safety, information governance and safeguarding.
5. To actively participate in an annual performance and development review process and any training and development identified to further enhance your role with Acorns.
6. Promote a coaching culture within Acorns and provide coaching expertise as a resource across the organisation.
7. To carry out any other reasonable duty as requested by your line manager.

Acorns adheres to the United Nations Convention on the Rights of the Child. As an employee you will be a Duty Bearer for Children's Rights and support all children to be Rights Holders.

Person Specification: Children, Young Person and Family Service Lead

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> > Registered with a relevant professional body e.g. HCPC, NMC or Social Work England 	<ul style="list-style-type: none"> > Qualification in Palliative Care. > Bereavement and Loss Counselling.
Experience	<ul style="list-style-type: none"> > Proven experience managing teams and caseloads. > Experience of leading and managing multi-disciplinary teams to meet strategic outcomes. > Sound knowledge of children's safeguarding management and practice. > Experience of systemic practice > Able to work with diverse community groups. 	<ul style="list-style-type: none"> > A broad and varied background of work in a community-based setting. > Experience of supporting families who have experienced loss or bereavement. > Sound knowledge of transition > Experience of developing new initiatives and services. > Experience of budget management. > Experience of face to face therapeutic work with children and young people. > Experience of working with volunteers.
Skills and Ability	<ul style="list-style-type: none"> > Proven management and leadership skills. > Good assessment skills. > Competent IT skills including MS office knowledge. > Used to managing time effectively. > Liaison with other professionals & developing partnerships. > Ability to manage a multi-disciplinary team. > Ability to maintain boundaries. > Flexible and used to working on own initiative. > Effective supervision skills and management of CPD for staff members. > To be able to support individuals who express strong emotions. 	<ul style="list-style-type: none"> > Knowledge of family systems, child development, and interventions with bereaved children, young people and families
Other	<ul style="list-style-type: none"> > Ability and willingness to undergo training and train others. > Ability to work under pressure and be able to tolerate stress within themselves and others. > Willing and able to work unsociable hours to meet service demands > Ability to travel independently within the Acorns region. > Good role model. 	
Behaviours	<ul style="list-style-type: none"> > Positive attitude to service development and Children's Palliative Care > Positive, enthusiastic approach & can-do attitude > Curious, always seeking to understand and improve experience of customers > Open to change and continuous improvement > Innovative mindset and passionate about learning > Commitment to the Acorns strategy & its success 	

Terms and Conditions of Employment

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Responsible To:	Clinical Transformation Lead
Accountable To:	Director of Care
Location:	Acorns for the Three Counties Hospice 350 Bath Road Worcester WR5 3EZ
Salary:	Acorns Pay Level F
Notice:	12 weeks
Hours:	37.5 hours per week
Holidays:	27 days plus statutory bank holidays
Pension:	Contribution to Group Personal Pension Plan or NHS Pension Scheme (if already in scheme).
Life Assurance:	Acorns Group Life Assurance Scheme or NHS Pension Scheme Life Assurance cover (if already in scheme)

All terms and conditions will be detailed in writing together with Employee Handbook which must be read and observed.