



Children's Hospices Across Scotland

## JOB DESCRIPTION – SOCIAL WORKER

### Job Details

Job Title – **Social Worker**  
Responsible to – **Social Work Team Leader**  
Job Family – **Care**

Location – **Rachel House/Robin House**  
Salary – **CHAS Band 6**

### Job Purpose

Working within the culture, ethos and philosophy of CHAS, to provide a comprehensive social work service to the children or young people with life-limiting conditions and their families, focussing on the co-ordination, development and delivery of services designed to assist with the issues related to the child or young person's condition and the impact it has upon the wider family.

### Main Tasks

- Social, Emotional and Psychological Needs Assessment and Support
- Administrative and Clerical
- Learning and Development
- Line management and supervision
- Service Development
- Service Delivery

### Job Activities

#### **Social, Emotional and Psychological Needs Assessment and Support**

- Works as part of the multi-disciplinary team contributing to the person centred and holistic assessment of children, young people and their families, carers and significant others from diagnosis through to bereavement
- Co-ordinates the work with families between the hospice and their home communities, assisting them to access local support for themselves and the affected child
- At the point of referral, undertakes a social needs assessment of the child or young person with a life-limiting condition and their family, identifying areas where support is required or may be available, ensuring that external factors have a limited effect upon access to the care provision
- Identifies and implements social and emotional coping strategies for child or young person and their family, ensuring that all families feel fully supported, using recognised and evidenced based therapeutic interventions

- Facilitates confidential referrals to other hospice team members or external agencies as appropriate, attending reviews and meetings as required linking with external agencies
- Prioritises workload to meet the needs of the child, young person and their family
- Professional Supervision and caseload management of Child and Family Workers and Transition Workers in the assessment of need of children, young people and their families
- Provides emotional and practical support to families ensuring that contact is maintained between visits and that the wishes of the family are delivered
- Collaborates and liaises with a range of professionals to meet the needs of the child, young person and their family taking opportunities to promote and raise awareness of the services provided by CHAS
- Maintains and accurately updates all written and electronic records in accordance with appropriate legislation and organisational standards
- In conjunction with the multi-disciplinary care team, provides specialist advice on suitable care packages for the child or young person and their family, taking into account their individual needs, ensuring the highest standard of care is provided
- Acts as advocate in relation to the holistic assessed needs for the child or young person, their family and significant others, liaising with members of the multi-disciplinary care team, social work colleagues and external agencies regarding available support, ensuring that the needs of the child or young person and their family are being met
- Providing Welfare Rights advice and assistance or ensuring families, carers and significant others are linked to individuals/agencies that can supply that advice
- Formulates family plans with children, young people, families, carers and significant others in conjunction with the other agencies involved in offering them support
- Acting as the Lead Professional within CHAS (not external) in situations where there are welfare or safeguarding concerns.
- Provides the child or young person and their family with opportunities to discuss their feelings, in a group, individual or virtual environment, adopting an early intervention approach to potential problems and conflict resolution, helping to maintain the highest standard of care
- Responsible for making applications to charitable grants on behalf of the child, young person and their family, ensuring continued access to the care provision
- Respond to and provide a professional social work perspective for child protection and adult support and protection issues for families alongside colleagues and work as part of the multi-disciplinary team
- Maintains a caseload of complex casework including child and adult protection across age ranges between 0 to 21 years including transition work
- Direct work with children, young people, siblings and their family members
- Support students and volunteers
- Report safeguarding concerns to safeguarding team member
- Supporting families in a Hospital setting as required

#### **Line Management and Supervision**

- Assists the FST Team Lead with the recruitment, selection and interviewing of staff
- Will have delegated line management and supervisory responsibility for Child and Family Workers and Transition Workers.
- Undertakes the Staff Review and Development reviews for Child and Family Workers and Transition Workers.
- Undertakes the return to work interviews for Child and Family Workers and Transition Workers, in line with the organisation's Promoting Attendance at Work Policy and Procedures

### **Learning and Development**

- Provides teaching opportunities to all staff and volunteers within the organisation, ensuring an awareness of the social care requirements involved in the provision of care to a child or young person with a life-threatening or life-limiting condition and their family, enabling the organisation to maintain care standards
- As required, participates in survey and audit projects, within own work area, in support of best practice
- Takes responsibility for personal development, adhering to professional registration guidelines and requirements in relation to Child Protection and Adult Support and Protection, and participate in the Staff Review and Development scheme
- Maintains an up-to-date knowledge of all aspects of palliative care and bereavement, including an understanding of theoretical knowledge on loss and grief

### **Service Development**

- Participates in the development, implementation and review of CHAS policies and procedures.
- Participates in supporting CHAS in the development of the service and achieving the organisational goals and objectives in the CHAS Strategic plan

### **Health and Safety**

- Responsible for complying with the CHAS Health and Safety Management Policy and associated procedures and co-operate with CHAS in complying with its legal duties

### **Information Governance**

- Responsible for complying with the CHAS Information Governance Framework and associated policies and co-operate with CHAS in complying with its legal duties

### **Volunteer Engagement**

- Work alongside volunteers and actively support their work by providing advice and information to help them in their roles

## **Dimensions**

- Works within the Scottish Social Services Council (SSSC) Codes of Practice
- Has delegated line management responsibility for Child and Family Workers and Transition Workers.
- In performing this role, frequently has contact with children or young people with life-threatening or life-limiting conditions, their families, the Family Support Team Leader, nurses, support workers, activities assistants, other members of the multi-disciplinary care team, volunteers, fundraisers, external agency representatives and external service providers
- Inputs into the process of developing, implementing and maintaining policies, procedures, standards and protocols for social work and palliative care

## Decisions and Communications

### Decisions

- Works with a high degree of autonomy within the agreed management structure of CHAS
- Provide regular supervision to Child and Family workers in relation to evidence based theory informed practice to maintains, and ensures best practice.
- Assesses the child, young person with life-threatening or life-limiting conditions or family's social, psychological and emotional context in order to assess any associated risks and identifying any social issues and selects appropriate social work and therapeutic interventions, including providing advice on referral to other agencies
- On a daily basis, makes informed decisions on the child, young person's psychological context in order to manage any associated risks

### Communications

- On a daily basis, communicates highly complex and highly sensitive information to the child, young person, their family, the multi-disciplinary care team and external agencies, often where there is a degree of resistance
- Develops and maintains relationships with the child or young person, their family, the Team Leader, the multi-disciplinary care team and external agencies to ensure a co-ordinated approach to care requirements is maintained
- Occasional contact with other staff across the organisation including Fundraising and Communications, Organisational Development and Finance and Facilities
- Positively promotes the organisation, through internal and external contacts, by hosting professional visits and acting as speaker at conferences and internal events
- Maintains confidentiality on a daily basis as required by CHAS and regulatory codes of practice



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## PERSON SPECIFICATION – SOCIAL WORKER

### Education, Qualifications, and Training

#### Essential

- A degree or diploma in social work or social care
- Current registration with the Scottish Social Services Council (SSSC)

#### Desirable

- Training in working with vulnerable adults
- Work towards post graduate study e.g. Child/Adult Protection, PDAPL

Method of Assessment – Application Form

### Skills, Abilities, and Knowledge

#### Essential

- In depth understanding of the provision of palliative care to young people with life-limiting conditions
- Practical knowledge of a range of counselling and therapeutic techniques including, family therapy and systems theory
- Ability to work autonomously and as part of a multi-disciplinary team
- Ability to deal with child protection and adult support and protection issues
- Ability to work with a family in crisis
- Ability to manage and prioritise a demanding and diverse workload
- Requires highly developed communication skills, having to provide and receive highly complex and highly sensitive information, where there are significant barriers to acceptance
- Requires well developed advocacy and negotiating skills, having to represent the needs of the child, young person and their family to external agencies
- Good working knowledge of current legislation, policy and working procedures with children and family services and Adult Support and Protection services in social work, education and health services
- Evidence of good supervisory and assessment skills
- Evidence of working competently and confidently with IT equipment and software packages to record service user notes
- Interpersonal skills and ability to motivate others

### **Desirable**

- Experience of working with vulnerable adult protection legislation
- Post qualifying training in counselling skills or dealing with loss

Method of Assessment – Application Form and Interview

## Experience

### **Essential**

- Relevant post-registration experience of working with children and young people with complex care requirements
- Experienced in teaching and training to internal and external groups
- Experience of managing a complex caseload, where competing demands and constant interruptions to the work pattern, require the workload to be prioritised
- Experience of planning and providing therapeutic interventions on a one to one and group work basis
- Experience of documenting observations, decisions and actions and communicating these effectively to members of a multidisciplinary team

### **Desirable**

- Experience of working with children and young adults to increase their social networking opportunities and skills

Method of Assessment – Application Form and Interview

## Personal Qualities

### **Essential**

- Friendly, outgoing manner
- Child and family focused
- Acts with integrity
- Acts as a role model
- Works co-operatively with colleagues to improve service
- Forms meaningful relationships with others
- Positive and confident
- Personal drive, initiative and effectiveness
- Accountable for self, actions and decisions
- Professional attitude to work
- Commitment to ongoing learning and development
- A commitment to CHAS core value vision and purpose
- A commitment to working with/supporting volunteers

### **Desirable**

- Child and family focused

Method of Assessment – Interview

## Other Requirements

### **Essential**

- Hold a full driving licence

### **Desirable**

- None

Method of Assessment – Application Form and Interview