



Job Description Head of Family Support Services

Reports to Director of Care

Job Summary

To manage and provide a psycho-social support service for children, young people and families referred to Naomi House and Jacksplace, including management of a team comprising Counsellor, Counselling Volunteers, Social Worker, Support Worker for children and young people and Chaplaincy.

Key responsibilities

- To have an understanding of, and response to, the needs of children, young people and families with complex needs at a time of uncertainty / crisis.
- To lead the continuing success and development of our already established Family Support Service.
- To safeguard and promote the welfare of children and young people in compliance with Trust and staff responsibilities under section 11 of The Children Act 2004
- To ensure a comprehensive response to children, young people and families accessing Naomi House and Jacksplace, at a time of continual change.
- To provide line management and support to the Family Support Service staff including all aspects of supervision, recruitment, appraisals, reviews, performance and absence management, training and development.
- To facilitate multi-disciplinary planning, review and assessment meetings within Naomi House and Jacksplace to provide a psycho-social perspective to relevant case discussions and wider service development.
- To participate in and support the range of pre-bereavement / bereavement work offered to children and families within the Hospices.
- To maintain caseload of more complex situations.
- To play an active part in the planning and delivery of internal and external training events
- To actively contribute to and develop qualitative and quantitative monitoring, auditing / evaluation systems as required within the Clinical Governance Framework.
- To produce reports or statistics as required as part of the Clinical Governance Framework.
- To contribute fully to the Care Management Team and participate proactively in relevant management or other staff meetings, to ensure development of ongoing best practice within the organisation.
- To proactively maintain own professional development and training opportunities; including effective supervision as agreed by Line manager.

Person Specification

Essential

Degree or post grad qualification in the field of Psychological Therapies.
Experience in individual & group counselling with adults, young people and children
Experience and clear understanding of working with families and children with complex needs
Experience of working with bereavement and a strong understanding of parental loss
Experience and understanding of issues and practice relating to Safeguarding
A clear understanding of the impact of life limiting illness on couple and family dynamics
Experience of prioritising a large case load effectively
Proven line management experience
Excellent communication skills
Good team working skills
Confident presentation skills
Hold a full driving licence and be willing to travel (mileage allowance will be paid)
Ability to work 37.5 hours per week flexibly to include some evening and weekend work
To be available as part of the management team to provide on-call support for the hospice 1 week in every five
Belong to BACP, UKCP, BPS or other professional body

Desirable

Experience of developing organisation policies and procedures
Experience of working in hospice settings
Experience of working with children and young people with life-limiting illness
Experience of teaching/training
Qualification in professional supervision

General

Work within professional boundaries and maintain confidentiality throughout.
Undertake mandatory training in line with Trust guidelines.
To participate in regular supervision sessions as agreed by the line manager
To abide by a professional code of conduct
To be responsible for maintaining own personal and professional development.
To participate in an annual appraisal, developing appropriate personal and professional objectives for the year
To be aware of and act in accordance with policies, procedures and legislation
Co-operate with all staff in maintaining good relationships.

The job description does not attempt to describe all the tasks and responsibilities of the post, but rather illustrates with examples the main role of the post-holder. It is therefore subject to alteration and development and will be reviewed jointly with the post-holder and Director of Care.