

# Recruitment Pack



## **Family Support Social Worker**

Salary: Up to £38,142.00

(based on 37.5 hours / week, dependent on pension scheme)



**Built by the people,  
for the people**



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***“How people die remains  
in the memory of those who live on”***

Dame Cicely Saunders





# A Message from Maddy Bass, Director of Nursing & Quality



Coming to work at St Johns Hospice means you will be joining our very special team of knowledgeable and experienced palliative care clinical staff, who have been hand-picked to give our patients and families the best care we can.

Palliative and end of life care has become its own specialty in the last 30 years, and here at St John's we are proud to be able to help patients and their families at this point in their lives. All of our patient services communicate and work together to ensure the right care is given from the right people, at the right time.

Our care is not only about managing physical symptoms, but about supporting the emotional, psychological and spiritual aspects- and not only for patients, but their families. We are proud that our care is not simply about meeting regulations and guidelines: it is about seeing the person behind the illness, and allowing them to make memories which will live forever for their families.

Working for a charity means we have to raise 75% of all our costs, and means we make the best use of the resources we have. Our staff are our most important asset, and without you we would not have a Hospice service.

If you are hardworking, enjoy new challenges and want to make a difference in patient care this is the team for you. If you want to get to know your patient as a person, you want to care for them and their family as a whole, and want to be part of a great team, then come and join us.



*Maddy Bass*

**Director of Nursing & Quality  
St John's Hospice**





# About Us



## Our Purpose

St John’s Hospice is a charity providing specialist in-patient and community-based palliative care and support for the people of North Lancashire, South Lakes and parts of North Yorkshire.

We believe that when people die in our community, they should do so in the place they choose, and with dignity.

The staff and volunteers of St John’s Hospice strive to provide world class end of life care and support to patients and their loved ones.

To be truly successful we must uphold our values, work across our communities and with many partner organisations, lobby decision makers both locally and nationally and raise sufficient funds to deliver care of the highest quality.

## The St John’s Hospice Vision

We will put local patients and families at the heart of everything we do to ensure the right care, in the right place, at the right time on the journey towards end of life.

## Our Values

### Care

We will provide first class care, delivered by competent, committed people who put the patient at the heart of all we do.

### Compassion

We will treat everyone with respect, dignity and empathy.

### Collaboration

We will work with other to ensure that patients and families receive the best care possible.

### Charity

We will provide care free of charge to patients and families and will connect with our local communities so that they continue their generous support.

### Celebration

We will celebrate the abilities of the people we care for, however limited they may be. When people are bereaved, we will support them to celebrate the lives of the people they have lost.

## Funding

Hospice care at St John’s is provided free of charge. The NHS contributes just over 25% of the Hospice’s annual running costs, the remaining being obtained via the generosity of the public.





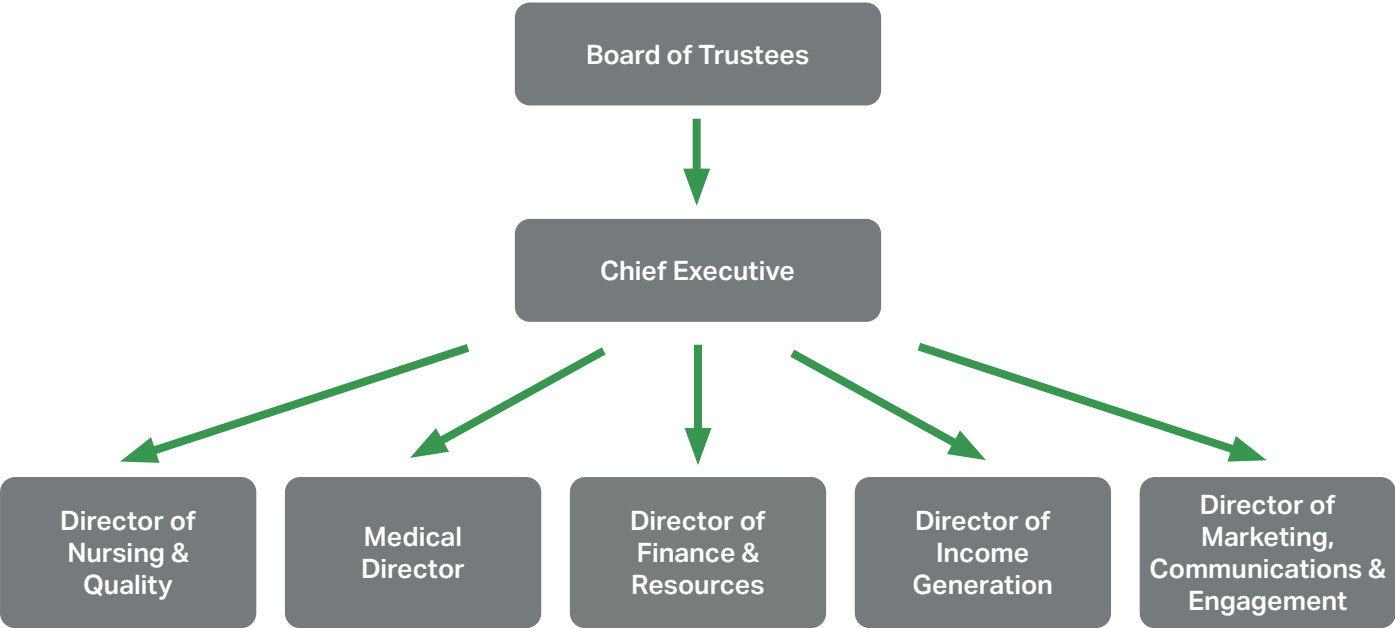


# Our People

St John’s is governed by a Trustee Board that takes overall responsibility for its work and is managed by a Senior Management Team.

The Board of Trustees is made up of volunteers with wide-ranging skills and expertise in a variety of fields and is led by a Chairperson.

The Senior Management Team is led by the Chief Executive and has five other members with specific responsibilities.



St John’s currently has 220 employees across the organisation, and volunteers are an integral part of the Hospice team. We have over 500 volunteers, with each one playing an invaluable role either within the Hospice and/or our local community, for example volunteering in our retail team.



Staff from across St John's Hospice celebrating Nurses Day in 2025





# What We Do



St John's Hospice provides Specialist Palliative Care services and support to those affected by life-shortening illnesses. These currently include:-

- In-patient care, currently 13 beds
- Provision of community specialist palliative care through a combined team of Clinical Nurse Specialists, our Hospice at Home Team and our night sitting and day respite services
- Specialist clinics with a Consultant in palliative medicine
- Education for community GPs, nurses, undergraduates (nursing, medical and allied health professionals)
- Bereavement and family support
- Complementary Therapy

To provide these services, the Hospice employs around 200 staff and benefits from an army of volunteers, across a wide range of skills and specialities. Most of our care is provided outside of the main Hospice building.

The Hospice is a Charitable Incorporated Organisation and the responsibility for its governance and management falls on our Board of Trustees.

Day-to-day management of the Hospice lies with the Hospice's Senior Management Team, consisting of:-

- Sue McGraw, CEO
- Dr Alison Bacon, Medical Director
- Maddy Bass, Director of Nursing & Quality
- Catherine Butterworth, Director of Income Generation
- Vicki Askham, Director of Finance & Resources
- Sophy Horner, Director of Marketing, Communication & Engagement

The Hospice does not currently provide respite care or long-term care for patients. We aim to assess and manage patients' symptoms in order for them to return home wherever possible. The average length of inpatient stay is 12 days – however this is obviously influenced by the needs of the individual. Around 50% of people return home from St John's Hospice after receiving care.

Although the majority of our patients are admitted with cancer-related illnesses, our services are also open to patients with non-malignant disease, such as chronic heart failure, chronic lung disease, chronic renal disease and neurological diseases.

There is a close liaison and collaboration between hospital and community palliative care teams, primary healthcare teams and other community health and social services. We have close working ties with academic colleagues in the International End of Life Observatory, based at Lancaster University.

## Medical Staffing

Dr Alison Bacon – Medical Director – 4 days per week  
 Senior Specialty Doctor – 2 days per week  
 Senior Specialty Doctor – 2 days per week  
 Specialty Doctor – 3 days per week  
 Specialty Doctor – 3 days per week  
 Advanced Nurse Practitioner – 4 days per week  
 Advanced Nurse Practitioner – 2 days per week  
 3 Visiting Consultants in Palliative Medicine  
 GPSTs – up to 4 days per week





# Job Description

POST:	Family Support Social Worker
HOURS:	30 - 37.5 hours per week
CONTRACT:	Permenant
SALARY:	£38,142.00 (based on 37.5 hours / week, dependent on pension scheme).
PENSION:	NHS Pension Scheme available subject to availability criteria; or 8% employer funded St John's Hospice Pension Scheme
ACCOUNTABILITY:	Director of Nursing & Quality

## Job Purpose

To work with other multi-disciplinary professional teams to surround the person and those important to them. The postholder will ensure that services and interventions take account of the whole person as well as their family and be the link between health and social care.

Working as part of the family support team, the postholder will give emotional and psychological support to patients and families on the inpatient unit and in day services. The postholder will utilise their social worker skills to support complex discharge arrangements.

To ensure that risk factors and safeguarding concerns as assessed, with the safeguarding lead. The postholder will carry out individual holistic assessment of patients social and practical needs, and support MCA and DOLS assessments.

## Key Working Relationships

- Director of Nursing & Quality (Safeguarding Lead)
- Medical team
- Ward management team
- Community management team
- Day Hospice Sister
- Multi-Disciplinary Team Members
- Patients
- Family & Carers





## Job Description continued



### Main Duties

- Manage own complex caseload and work autonomously as a Social Work Practitioner as a member of the multi-disciplinary team in an effective way, using IT software and Systems appropriately.
- Manage and be accountable, with supervision and support, for own social work practice and maintain accurate and up to date records and files at all times.
- Work closely with colleagues in the multi-disciplinary team and provide consultative advice, education and support to members of the hospice MDT regarding the needs of people with advanced life limiting illness, their family/carers.
- Be aware of and work within the Policies/Procedures/Standards of St John's Hospice, including those relating to Infection control, Health & Safety and Moving and Handling.
- Maintain service user confidentiality at all times.
- Adapt communication as required in order to provide information appropriately to all individuals.
- Exercise the professional duty of candour – being open and honest with all patients about all aspects of care and treatment.
- Maintain awareness of patient diversity to meet individuals' cultural needs.
- Contribute to the development of psychological support within St John's Hospice.
- Support staff involved in MCA and DoLS assessments and applications.

### Clinical

- Help with conflict mediation between family members, where this is possible.
- Utilise talking therapies to support patients through their illness journey, supporting the family as well.
- Act as an advocate for the patient and their family when needed, referring to formal advocacy services when needed.
- Advice on financial matters, referring to external agencies for help as required.
- Assess challenges and risks for patients and families, such as potentially abusive or neglectful situations, emotional needs of the patient, and safety risks in their environment
- Obtain consent for assessments and interventions, working in the best interest of the patient when it is not possible to gain informed consent.
- Undertake holistic assessments to identify the problems and resources available to patients, families and carers resulting in effective plans to support patients, families and carers.
- Carry out psychological, emotional and social assessments of people and carers with consideration for diversity.
- Provide patients, families and carers with information with regards to employment, housing, benefits and legal issues, including financial support through grants making bodies.
- Make and sustain links with external agencies relevant to the provision of palliative care at St John's Hospice.
- Contribute to continuing care funding applications where appropriate.
- Participate in the supervision and internal education process and comply with St John's Hospice policies, procedures and guidelines.
- Assist and support the patient's and family's needs and respond appropriately in a person centred approach.

Continued...







## Job Description continued



### Education

- Participate in relevant multi-professional teaching programmes internally and externally.
- Support/mentor relevant students undertaking practice development placements.
- Link with local authority teams to educate them on the role of palliative care and the Hospice.
- Co-facilitate level 2 safeguarding training for relevant staff within the Hospice, ensuring compliance is met both statutorily and competently.
- Lead a clinical supervision group internally, using reflection and challenge to support staff.

### Personal Development

- Work within recognised professional standards in compliance with professional registration.
- Be aware of and ensure implementation of National Standards Framework and Guidelines and best practice.
- Provide a statutory and therapeutic social work service using individual, group or family techniques.
- Network with other Hospice and Social Work teams locally and nationally keeping up to date in developments in palliative care and be an active member of the Association of Palliative Care Social Workers.
- Proactively assess own development needs and seek out development opportunities that will enable enhanced contribution to meet the objectives of the hospice strategy.

### General Responsibilities

- Represent St John's Hospice at internal and external meetings as required to maximise the profile of the hospice.
- Be aware of national, regional and local issues and plans relevant to palliative care services.
- Represent St John's Hospice at functions and other events as necessary.

### People and Departmental Management

Support admin volunteer(s) within social work team.

### DBS

Enhanced Disclosure and Barring Check

Continued...





# Job Description continued



## Duties and Responsibilities to St John's Hospice

### 1. Confidentiality

Each member of the Hospice staff is responsible for ensuring the confidentiality of any information relating to patients, personal information relating to staff, volunteers, supporters, visitors or contractors, financial information, commercial information, and for complying with all the requirements of the Data Protection Act and Caldicot Guidelines whilst carrying out the duties of the post. Any breaches in Hospice confidentiality will be dealt with by St John's Hospice Disciplinary Procedure and may result in dismissal.

### 2. Health and Safety

Each member of the St Johns Hospice staff is responsible for ensuring that they carry out the duties of their post in accordance with all appropriate Health and Safety legislation, guidance and procedures and they do not, by any act or omission on their part, create a threat to the Health and Safety of any other person.

### 3. External Interests

Each member of the St Johns Hospice staff is responsible for ensuring that any external interest they have do not conflict with the duties of their posts and they must disclose the external interest if this is likely to occur, or if they are in doubt about a possible conflict with their work. Each member of staff is reminded to refer to their employment contract in relation to any other secondary work that they may do alongside working for St John's Hospice and their obligations under the Working Time Directive.

### 4. Statutory Training

Each member of the St Johns Hospice staff has a statutory obligation to attend mandatory training. It is the responsibility of each member of staff to ensure that they comply with this legal requirement.

### 5. Flexibility

This job description is intended to act as a flexible guide to the duties of the post and therefore will require revision in consultation with the post holder to reflect the changing requirements of the post, to enable the St John's Hospice to achieve its corporate goals and objectives.

### 6. Safeguarding

Each member of St John's Hospice staff is responsible for understanding their responsibilities for Safeguarding Children and Vulnerable Adults in accordance with their job role and any requirements they are obliged to follow as members of their profession. Staff should seek guidance from their immediate supervisor if in doubt.

### 7. Disclosure and Barring

Each member of staff is required to disclose any caution, fine, penalty or criminal conviction that may occur during the course of employment. This should include any motoring convictions as this may affect the staff member's ability to use Hospice vehicles. Any change in circumstance must be reported immediately to the staff member's supervisor so that any impact on ability to work in post can be assessed.

### 8. Equality and Inclusion

Each member of staff is required to undertake their duties with due regard for the provisions of the Equality Act 2010 i.e. not to discriminate against members of staff, patients, patient family members, volunteers, supporters, contractors and any visitors to the Hospice.

### 9. Volunteers

The role of volunteers is integral with the work of St John's Hospice and paid staff are required to underpin this in their attitude and actions.





# Person Specification



Requirement	Essential	Desirable	How Evaluated
<b>Education / Qualifications</b>	<ul style="list-style-type: none"> <li>Social Work Diploma</li> <li>Current Registration with Social Work England</li> </ul>	<ul style="list-style-type: none"> <li>Social Work Degree</li> <li>Education qualification</li> </ul>	AF
<b>Experience</b>	<ul style="list-style-type: none"> <li>Minimum 2 years post qualification experience</li> <li>Experience of applying for NHS Continuing Health Care, and awareness of process.</li> </ul>	<ul style="list-style-type: none"> <li>Experience in a Palliative Care setting</li> <li>Experience of facilitating groups (carers)</li> </ul>	AF IV
<b>Knowledge and Skills</b>	<ul style="list-style-type: none"> <li>Knowledge of theories of loss</li> <li>Knowledge of legislation including MCA, DOLS, Safeguarding and Safeguarding Vulnerable Adults</li> <li>Knowledge of local authority eligibility criteria &amp; assessment process.</li> <li>Knowledge of health &amp; social care systems</li> <li>Ability to participate in Hospice educational initiatives, particularly safeguarding level 2</li> <li>Ability to produce written reports that are relevant, concise, accurate and legible</li> <li>Demonstrate excellent communication skills, written, verbal and non-verbal</li> <li>Basic counselling skills</li> <li>Good IT skills across Microsoft Office 365</li> <li>Knowledge of audit in clinical services</li> <li>Awareness of electronic patient records</li> </ul>	<ul style="list-style-type: none"> <li>Ability to participate in standard setting and audit</li> <li>Evidence of application of research in practice</li> <li>ECDL Qualification</li> <li>Use of EMIS patient care records</li> <li>Counselling qualification</li> </ul>	AF IV Ref
<b>Values and personal attributes</b>	<ul style="list-style-type: none"> <li>Ability to demonstrate a commitment to palliative care multi-disciplinary team working.</li> <li>Ability to motivate self</li> <li>Ability to monitor self and develop effective coping strategies</li> <li>Ability to initiate and maintain effective working relationships with health and social care colleagues</li> <li>Personal grief resolved sufficiently to fulfil the role.</li> <li>Ability to work flexibly, including unsocial hours if required</li> <li>Ability to provide emotional, psychological, practical, social support and advice to patients, family/carers.</li> <li>Excellent interpersonal skills</li> </ul>		AF IV Ref
<b>Disclosure &amp; Barring Checks Other requirements</b>	<ul style="list-style-type: none"> <li>Enhanced Disclosure + Adult Barring Check</li> </ul>	<ul style="list-style-type: none"> <li>Car owner / driver able to travel as required</li> </ul>	

AF – Application form IV – interview Ref – Reference

Shortlisting candidates for interview – We will shortlist candidates for interview by scoring against the above essential and desired criteria. Please tell us in your application and 'Supporting Information' section how you meet the requirements we are asking for.





# Main Benefits & Terms



**Annual leave:** the annual leave entitlement for a 37.5 hour a week post is 27 days, rising to 29 days after 5 years continuous service and 33 days after 10 years continuous service. In addition to the annual leave entitlement paid Bank Holidays (usually 8 per year) are granted. Any rise in annual leave entitlement due to length of service, takes place at the start of the next holiday year. The Hospice allocates annual leave in hours rather than days.

**Healthcare scheme:** Employees become members of the organisations Employee Assistance Programme, provided by the HSF Health Plan which offers a range of benefits including cash back to contribute towards the cost of certain appointments, including dental, optical and physiotherapy.

**Car lease scheme:** All employees can apply to join the NHS Fleet car lease scheme

**Cycle to work scheme:** The Hospice offers a cycle to work scheme (this includes electric bikes)

**Parking:** Employees and volunteers can park for free at St John's Hospice, there are bike racks and electric charging points on site.

**Pension:** St John's Hospice will contribute 8% of an employee's salary into the Hospice pension scheme. Employees joining St John's Hospice from the NHS may continue with their NHS pension subject to meeting the scheme's eligibility criteria.

**Notice period:** 2 months

In addition to the benefits outlined above, there are a range of health and well-being initiatives such as access to free complementary therapies, support via a workplace supervision scheme, the support of mental health first-aiders plus the opportunity to take part in an annual programme of diverse and engaging fundraising events.





# How to Apply



Thank you for your interest in this role at St John’s Hospice.

If you are interested in this position, please complete and submit the on-line application form, referring to the job description and person specification.

[www.sjhospice.org.uk/current-vacancies](http://www.sjhospice.org.uk/current-vacancies)

If you have any questions about this role, working at St John’s Hospice or to arrange a visit please contact our HR team via:

Email: [jobs@sjhospice.org.uk](mailto:jobs@sjhospice.org.uk)

Tel: 01524 382538







# St John's Hospice

## Recruitment Pack

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St John's Hospice - Slyne Road - Lancaster - LA2 6ST  
01524 382538  
[sjhospice.org.uk/jobs](http://sjhospice.org.uk/jobs)

