



Registered charity 1043603

JOB DESCRIPTION

Job Title:	Grand Appeal Family Support Practitioner
Honorary Division:	Women's and Children's (within University Hospitals Bristol NHS Foundation Trust)
Employed by:	The Grand Appeal
Hospital Department:	LIAISE – Listening, Information, Advice, Involving and Supporting Experiences
Responsible to:	Anna Shepherd Deputy Director, The Grand Appeal Lisa Smith, LIAISE Team Manager
Responsible for:	Family Support Workers and volunteers
Hours of work:	Full time. 35 hours per week

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The Grand Appeal works in partnership with Bristol Royal Hospital for Children (BRHC) to ensure that it remains at the forefront of patient care, as one of the leading children's hospitals in the UK.

The BRHC covers the largest geographic area of any children's hospital in England, treating more than 100,000 children each year, and serves as the paediatric intensive care centre for the whole South West region. The hospital is an international, national and regional specialist centre of excellence for a range of services including neurosurgery, burns, epilepsy, cardiac, leukaemia and bone marrow transplants.

As the Bristol Children's Hospital Charity, The Grand Appeal is there every step of the way for sick children and their families. From the moment a child arrives at the hospital, our support workers offer comfort and advice; we give parents and siblings a free, comforting place to stay; provide daily music therapy sessions and arts and play activities; and fund the pioneering equipment and research that save lives. The Grand Appeal is a multi-award winning organisation, providing a wide range of support to patients, families and staff in the BRHC. We work on a local, regional and national level to raise money and engage with a range of fundraisers and partners in support of our cause and to build our brand.

The Grand Appeal is expanding this vital family support service to ensure the best possible care. The work we do really makes a difference and together, we have the power to change lives.

Job purpose

The post holder will provide practical and emotional support to patients and families at Bristol Royal Hospital for Children and St Michaels Neonatal Intensive Care Unit. This may include families who have travelled a long distance, anticipate a long stay or poor prognosis, or those who are experiencing regular admissions to the hospital and require support as part of an inpatient stay.

The post holder will complement existing hospital and/or third sector services available in the children's hospital as part of the LIAISE team, which provides a hospital wide information, advice and support service for patients and families. The Family Support Practitioner will work in partnership with all staff in multidisciplinary clinical teams and the Grand Appeal to ensure the needs of families can be identified and appropriately supported.

Main duties and responsibilities

Family Support Service

1. To assess and support the practical and emotional needs of parents or carers self identified or referred to the Grand Appeal Family Support Service from clinical teams in

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the hospital as soon as possible after their child's admission and to continue this whilst the child receives in-patient treatment.

2. To undertake an assessment of need for each family in order to agree a support plan to help navigate healthcare systems and offer signposting to wider organisations.
3. To coordinate activity where patients or their families have existing support packages to avoid duplication and ensure jointly provided support services are consistent. This will require liaison with external social work services or third sector organisations.
4. Working alongside our family accommodation providers The Grand Appeal, Cots for Tots House and Ronald McDonald House, Bristol to ensure support is consistent and knowledge is shared to provide the correct offering for our families.
5. To provide emergency items required by patients and families to meet their immediate and basic needs after a child's unexpected admission. This may include signposting parents/carers to other available services.
6. To support parents and carers attending discussions and meetings in connection with treatment and discharge plans including speaking on behalf of parents in the MDT setting where this has been requested and consented by the family.
7. To respond to changes in the child's prognosis and care needs and adapt the needs assessment to ensure that support remains fit for purpose. This may include supporting reintegration into local services for patients following discharge, in conjunction with the patients clinical team and other Child and Family Support Services,
8. To ensure that the Palliative and End of Life Care team are aware of any patients with life limiting conditions, and work with the team to ensure that patients have the right support for their individual circumstances.
9. To support the LIAISE team in assisting families with complex applications associated with their child's needs, including occasional Disability Living Allowance applications or supporting the development of Education, Health and Care plans

Family Support volunteers

10. To provide training to new Family Support Volunteers to ensure that they have the necessary skills to fulfil their role requirements.
11. To allocate appropriate families for ongoing support to the Family Support volunteers having obtained appropriate consent and co-ordinate their activity in order to best manage the support time available.

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12. To ensure Family Support volunteers are debriefed following each session and to raise any concerns regarding the welfare of families or volunteers to the LIAISE team manager
13. To identify any further development needs, or training required by the Family Support Volunteers and work with the LIAISE team manager and Grand Appeal to identify how this will be provided and ensure that this is completed within a reasonable timeframe.
14. To co-ordinate an annual review for all Family Support Volunteers according to Trust volunteering standards, with support from the LIAISE team manager and the Grand Appeal.

Liaison and Reporting

15. To participate and contribute to relevant multi-agency meetings, including integrated care meetings, in order to identify families in need and co-ordinate support provision. To provide written or verbal reports for such meeting as required.
16. To comply with all relevant safeguarding procedures and contribute to a multi-agency assessment of risk where required.
17. To liaise with all relevant safeguarding teams and speciality social workers to ensure joined up working and avoid duplication.
18. To support wider liaison with statutory agencies and other voluntary agencies located within the child's home community or nationally, to ensure services are aware of the needs of children & families prior to their discharge as indicated in the support plan.
19. To maintain Medway records for each individual in line with relevant confidentiality procedures and case recording practise including entries to electronic patient notes
20. To record , collate and provide activity and performance data as required for the following reports:
monthly summaries as part of the LIAISE team summary report
quarterly reports as part of the LIAISE clinical governance report
annual summary of activity as part of the LIAISE annual report
any other ad hoc reports as requested by the LIAISE team manager
All reports will be shared with the Grand Appeal
21. To promote and support the work of the Grand Appeal as the Bristol Children's Hospital Charity throughout the patient referral group and hospital administration and management.
22. As required, to support the fundraising of the Grand Appeal and its visibility in the Bristol Children's Hospital.

Self-Care and Personal Development

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23. To monitor personal well-being and to highlight any challenges or concerns immediately to the Grand Appeal Manager, the LIAISE team manager or their deputy
24. To participate in debrief sessions, regular supervision, 1:1 meetings and appraisal with both the LIAISE team manager and Grand Appeal Manager to ensure to self-care and personal development are monitored and to seek appropriate support where gaps in knowledge or opportunities for development are identified.
25. To keep up to date in their personal knowledge including services available in the local area and issues affecting children, young people and their carers e.g. education, benefits advice, disability & illness, child protection, disadvantage etc. This will include completing essential training in a timely manner as directed by both the Trust and the Grand Appeal, equivalent to the Hospital Social Worker portfolio.

Team working and Support

26. To support the members of the LIAISE team in the general running of the service, including taking initial enquiries via the telephone or drop in service and hand these over to relevant team members for action as required.
27. To participate in the LIAISE team staffing rota to support annual leave and sickness to ensure the service is maintained throughout the year. To work flexibly around the needs of the service according to personal capacity and with prior agreement.
28. To seek support from senior members of the hospital management team for issues which require immediate attention, when the LIAISE team leader or agreed deputy is unavailable.
29. To undertake any other duties, commensurate with the role, as may be required

Policies and Procedures

This post will be subject to all UHBristol policies and procedures except where the Grand Appeal's own policy has been agreed to supersede that of the Trust. All policies will be shared with the post holder as part of induction and any changes will be notified to the post holder as and when they occur.

Job Description completed/reviewed by: Sue Dolby, Lisa Smith, Nicola Masters and Anna Shepherd

Manager's names: Lisa Smith and Anna Shepherd

Date: October 2018

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All job descriptions are subject to review. Post holders are expected to be flexible and be prepared to carry out any similar or related duties which do not fall within the work outlined. The Line Manager, in consultation with the post holder will undertake any review

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General Information for postholder on working within University Hospitals Bristol NHS Foundation Trust

Values and objectives:

University Hospitals Bristol NHS Foundation Trust is committed to provide patient care, education and research of the highest quality. In delivering this ambition, we will be guided by the following values:

- Respecting Everyone
- Embracing Change
- Recognising Success
- Working Together

The Trust expects all staff to work in ways which reflect these values and behaviours at all times as follows:

Respecting Everyone

- We treat everyone with respect and as an individual
- We put patients first and will deliver the best care possible
- We are always helpful and polite
- We have a can do attitude in everything we do

Embracing Change

- We will encourage all change that helps us make the best use of our resources
- We learn from our experiences and research new ideas
- We look to constantly improve everything we do

Recognising Success

- We say thank you and recognise everyone's contribution
- We take pride in delivering the best quality in everything we do
- We share and learn from each other
- We encourage new ideas that help us to be the best we can

Working Together

- We work together to achieve what is best for our patients
- We support each other across the whole Trust
- We listen to everyone
- We work in partnership

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In line with the NHS Constitution, all healthcare providers, registered medical practitioners, nurses and other registered health professionals have a duty of openness, honesty and transparency (candour).

Transforming Care

Transforming Care challenges everyone at University Hospitals Bristol to play their part in supporting quality changes and improvements in their work place, building efficient care systems critical for our patients and their families, both today and in the future.

The Trust's mission is to deliver clinical services, teaching and research of the highest quality. Our vision is to provide first class technical care, with humanity, compassion and sensitivity to the needs of each patient.

Delivering best care, Improving patient flow, Delivering best value,

Renewing our hospitals, Building capability, Leading in partnership.

These are the core elements essential to Transforming Care. Delivering sustainable healthcare services to our patients, which are effective, efficient and driven by excellence, is at the heart of our organisation.

Equal Opportunities

The Trust is committed to eliminating unlawful discrimination and promoting equality of opportunity. All staff have a personal responsibility to contribute towards an inclusive and supportive environment for patients, carers, visitors and other colleagues from all the equality strands (race, gender, age, sexual orientation, religion, disability).

Staff have a personal responsibility to:

- Ensure their behaviour is not discriminatory
 - Does not cause offence
 - To challenge the inappropriate behaviours of others
 - Adhere to the Trust's values, including 'Respecting Everyone', as well as the Staff Conduct Policy and the Equal Opportunities policy
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Health and Safety

Under the provisions contained in the Health and Safety at Work Act 1974, it is the duty of every employee to:

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- Take reasonable care of themselves and for others at work
- To co-operate with the Trust as far as is necessary to enable them to carry out their legal duty
- Not to intentionally or recklessly interfere with anything provided including personal protective equipment for Health and Safety or welfare at work.

Senior Management is responsible for the implementation throughout the Trust of suitable arrangements to ensure the health, safety and welfare of all employees at work and the health and safety of other persons who may be affected by their activities. Where health and safety matters cannot be resolved at Senior Management level the appropriate Executive Director must be notified.

Line Managers are responsible for the health and safety management of all activities, areas and staff under their control. This includes responsibility for ensuring risk assessments are completed and implementation of suitable and sufficient control measures put in place. Health and safety issues are dealt with at the lowest level of management practicable. Where health and safety matters cannot be resolved at a particular management level the appropriate Senior Manager must be notified.

Everyone has a responsibility for contributing to the reduction of infections.

University Hospitals NHS Foundation Trust is 'Smoke Free'. Smoking or tobacco is not permitted on any of our hospitals sites.

Safeguarding Children and Vulnerable Adults

University Hospitals Bristol is committed to safeguarding and promoting the welfare of all children, young people and vulnerable adults, and as such expects all staff and volunteers to share this commitment.

Quality and Clinical Governance

Quality in the NHS has three core dimensions: Patient Safety, Patient Experience and Clinical Effectiveness.

Clinical Governance is about the systems, processes and behaviours to ensure that high quality services are provided to patients. Every member of staff has a role to play in striving for excellence: it is important that everyone is aware of and follows policies and procedures

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that govern their work; and if something goes wrong, everyone has an obligation to report it so lessons can be learned from mistakes, incidents and complaints.

If any member of staff has concerns on any clinical governance matters, they should raise them with their line manager, professional adviser, or a more senior member of management. Reference should be made to the Trust's guidance on Raising Concerns about provision of patient care.

Information Governance

It is the responsibility of all staff to respect the confidentiality of patients and staff, as specified in the Caldicott Principles, Data Protection Act and the Human Rights Act. It is the duty of every employee to:

- Only access person identifiable information as required in the execution of their duties.
- Disclose information appropriately, in line with the Data Protection Act 1998.
- To ensure good quality data by recording, promptly and accurately, clinical and non-clinical information within agreed timescales to PAS, the health record or the appropriate clinical or non-clinical information system
- Always trace patient notes on the Patient Administration System
- Maintain the confidentiality of their password / username and if in possession of a 'Smartcard' abiding by the terms and conditions of its use.

PERSON SPECIFICATION

Family Support Worker

Education and Qualifications		Essential	Desirable	To be evidenced by*
Q1	Post registration nurse, AHP, social worker or other equivalent health / social care profession	✓		A
Q2	Evidence of post-graduate learning including short courses, conferences or	✓		A

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S2	Advanced interpersonal skills	✓	
S3	Ability to problem solve and think creatively in order to meet the needs of patients and families	✓	
S4	Willingness to work flexibly according to service needs	✓	
S5	Capacity to manage an autonomous caseload, meeting commitments to families according to agreed deadlines and processes.	✓	
S6	Developed understanding of Safeguarding (Level 3 equiv)	✓	
S7	Ability to maintain appropriate boundaries with families	✓	
S8	Ability to maintain clear and concise client notes, and collate them into appropriate reporting formats	✓	
S9	Awareness of the potential risk of personal stress related to this work and evidence of strategies to mitigate this	✓	

Essential

Desirable

To be Evidenced by*

✓

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Behaviours and Values

✓
✓
✓

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B1 – Respecting Everyone

B2 – Embracing Change

B3 – Recognising Success

B4 – Working Together

* **A = Application Form**

I = Interview

P = Presentation

T = Test

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