

Date: June 2021

Responsible to: Allied Health Team Leader

Hours: 16 hours per week (0.4 FTE)

Functional Relationships: Volunteer Co-ordinator
Retail Manager
Hospice volunteers
Hospice Employees
Customers

Purpose

- To provide social work services and counselling support for hospice patients and their family/whānau who are under the care of Hospice Southland.
- To provide on-going loss, grief and bereavement support to patients and family/whanau of patients of Hospice Southland.

Treaty of Waitangi

Hospice Southland acknowledges the Treaty of Waitangi as foundation document of New Zealand. In recognising the three principles of the Treaty – Partnership, Protection and Participation, we will deliver our services at all levels of the organisation within the spirit of the Treaty.

Hospice Southland Values

Demonstrates and is a champion of our values



Duties and Responsibilities

1. Social Work Service and Interventions

- Provide a specialist Social Work assessment and intervention service to patients and families receiving Hospice Southland services.
- Performance based on a sound understanding of the role as it relates to palliative care.
- Practices within scope of professional qualification and competencies.
- Works in close collaboration with other members of the Clinical team to undertake initial assessment and care planning for patients within our service.
- Demonstrates and articulates the hospice philosophy, code of conduct, values, standards, policies and protocols.
- Actively contributes as a member of the multidisciplinary team (MDT) across services including initial assessments and ongoing care for patients and family.
- Discharge planning is facilitated through prompt mobilisation of appropriate support services.
- Family meetings are planned and/or facilitated and documented in a way that meets patient and family needs.
- The Palliative Care Social Worker/Counsellor may be available as a resource for community groups including non-government and statutory agencies in respect of specialist palliative care social work information.
- Patient/family/whānau are met within a variety of settings enabling equity of service and client focused practice.
- Patient/families and whanau needs are prioritised and managed with the use of excellent time and case load management skills.

2. Counselling, and Grief, Loss, and Bereavement Support

- Responds to referrals in a timely manner.
- Intervention strategies are relevant to the needs of patients and their families/whanau with referrals to other agencies as appropriate.
- Offers counselling based on sound theoretical knowledge of grief process, along with wider counselling methods.
- Contributes to the bereavement support of patients appropriately and according to Hospice Southland Bereavement Support Policy and Procedure.

3. Contributes to quality improvement and service delivery and development for Hospice Southland.

- Participates in audits and policy review as required, including policy priorities for bereavement, debriefing and family violence.
- Contributes to meetings with feedback on service delivery and quality improvement issues.
- Participates in organisation wide issues requiring problem resolution e.g. facilitation of debriefs.

4. Team Participation

- Regular interdisciplinary forums and meetings are attended as required and as appropriate.
- Regularly attend the Allied Health Team meetings either in person or via teleconference.
- Regularly attend team planning and team building activities as appropriate.

- Contribute and support Hospice Southland with education/training both internal and external groups/stakeholders as appropriate.

5. Professional and Personal Development

- Be aware of own caseload pressures, personal responses to stress and maintain a strategy for personal management of the same.
- Theoretical understanding and clinical practice are maintained and extended through on going education and involvement with relevant professional organisations.
- Regular professional supervision with a suitably qualified provider is undertaken.
- Maintain competencies related to current assessor accreditation requirements.
- Membership of the Aotearoa New Zealand Association of Social Workers is maintained, and Certificate of Competency is kept current.
- Social Work Registration and Annual Practicing Certificate is maintained.

6. Demonstrates understanding of the Treaty of Waitangi and its principles and integrates this in practice.

- Demonstrates and reflects the ability to integrate the principles of the Treaty of Waitangi in practice.
- Is aware of protocols and practices when working with Māori.
- Is able to develop partnerships with patient/whānau, Māori health providers and acknowledges individual needs.

7. To practice according to sound health and safety principles.

- Actively contributes to a healthy environment.
- Collaborates with colleagues, patients and family/whānau to ensure a safe environment for practice and care.
- Take responsibility for the health and safety of yourself and others, in partnership with the organisation.
- Ensure all hazards are identified and reported.

8. Communication

- All communication is done in line with our values and is undertaken in a spirit of openness, positivity and transparency.
- Compassionately assertive communication is used within the working environment (training is provided).
- Develop professional and effective working relationships (internal and external) which is suitable for your role.

9. Personal Development

- Establish ongoing development of professional practice and performance objectives within your role.
- Ensure any applicable professional memberships are valid.
- Actively respond to training and development opportunities including coaching, mentoring, and secondment opportunities.
- Attend all mandatory training and development opportunities.
- Actively participate in the performance review process.

10. To promote, encourage and support health and safety practice.

- Always be aware of your own responsibilities and actions to ensure a safe workplace for all employees, volunteers and visitors.
- Responsible for reporting all incidents and reportable events, including near miss incidents according to Hospice Southland Policy and Procedures.
- Have a sound awareness of the known hazards listed for the areas of your work.
- Actively and positively participate in workplace health and safety initiatives.

11. Wellbeing

- Be aware of your own workload pressures and personal responses to pressure and report these to your Manager or HR as early as possible if you feel your wellbeing is being compromised.
- Maintain a strategy for personal management of workload pressures and personal responses to pressure. Contact support agencies (supervision or EAP) if you feel your wellbeing is compromised.

12. Cultural Safety

- Demonstrate cultural competence and cultural awareness.
- Demonstrate acceptance and understanding of the Treaty of Waitangi and its principles.
- Integrate the principles of the Treaty of Waitangi into practice in all settings.
- Make yourself aware of cultural protocols and practices when working with colleagues, volunteers, patients and families who are Māori or from a different culture.

13. Special Projects and Other Duties

- Undertake and/or participate in special projects/working groups as requested by your Manager or as outlined in the organisation's annual operational plan.
- Perform other duties (which you are deemed competent and capable of completing) that may be reasonably required from time to time as directed by your Manager.

Person Specification

Essential

- Be a Registered Social Worker with a current annual practicing certificate.
- Preferably have social work experience within a health-related setting.
- Have undertaken, or have a commitment to do, some post graduate education in related fields such as counselling, palliative care, grief and loss.
- Have a good knowledge of the services offered by agencies such as Ministry of Social Development, Need Assessment Service, and other statutory and non-government organisations as well as the processes of access to the same.
- Have a commitment to own professional development.
- Demonstrate an ability to communicate clearly and effectively both verbally and in writing.
- Have a strong commitment to working in an interdisciplinary team.
- A readiness to work collaboratively and responsibly under the guidance/mentorship of the Allied Health Team Leader.

- Have excellent time management skills enabling the delivery of a social work service that has potentially high caseload and wide geographical spread.
- Demonstrate a commitment to the understanding of Hospice philosophy.
- Understand the Treaty of Waitangi and openness to wider cultural diversity.
- Hold an unrestricted and clean current driver's licence.
- Be fully computer and technology literate with experience in patient management software and MS Office software.
- Be prepared to travel within the region serviced by Hospice Southland.
- Be vaccinated against Covid-19.

Desired

- Experience with end-of-life care, grief and loss, counselling and clinical case work an advantage.

Changes to Job Description

From time to time it may be necessary to consider changes in the job description in response to the changing needs of the organisation and nature of our work environment – including changes to our annual plan. Such change may be initiated as necessary by the manager of this job and any changes will be discussed with the job holder before being made. This job description will be reviewed as part of the preparation for performance planning for the annual performance review cycle.

Signatures

Manager's Name

Signature

Date:

Position Holder's Name

Signature

Date: