

St Michael's hospice

JOB DESCRIPTION

Job Title: Wellbeing Assistant

Job Location: St Michael's Hospice, Upper Maze Hill, St Leonards-on-Sea

Responsible to: Wellbeing Clinicians

1.0 MAIN PURPOSE OF THE ROLE

Wellbeing Assistant

As part of the Wellbeing Team, to work collaboratively to provide holistic, enablement focused support to patients, family members and bereaved people in order to achieve their personal goals across the Inpatient Unit and Community settings.

To provide skilled assistant support to patients to be as independent as possible, enable participation in activities that are important and meaningful for them and optimise their psychosocial and spiritual wellbeing, helping them to have the best quality of life possible.

2.0 PRINCIPLE RESPONSIBILITIES

Clinical

- Provide holistic support to patients underpinned by principles of rehabilitative palliative care to enable people to live life fully until they die
- Provide individualised support to patients and family members to identify their personal priorities and goals, regularly reviewing progress include relevant outcome measures
- Enable patients to be as independent as possible using enablement approaches to optimise their mobility, activities of daily living and participation in meaningful activities in line with recommendations from Rehabilitation Team
- Provide practical and empathetic support to patients who become unwell whilst attending the Wellbeing Programme – proactively screening for and identifying changes in a person's condition, and seeking timely clinical support where necessary
- Build excellent rapport and trusted professional relationships with patients to create a safe space for open, honest conversations, allowing for effective advance care planning and timely emotional support

- Support patients' psychosocial and spiritual wellbeing through excellent listening and communication skills, including support in emotional subjects relating to illness, loss, death, dying and grief
- Champion self-management approaches that enable patients to develop their coping skills, self-care and resilience and optimise their quality of life
- Effectively utilise motivational interview techniques to maximise patient activation, encouraging them to play an active role to achieve their optimum independence and quality of life
- Provide practical education, advice and navigation support to enable people to understand their condition and know where to access help eg: welfare and benefits advice
- Provide advice and education to carers and family members to empower and enable them to best support patients at home, including safe moving and handling advice
- Assist clinicians and/or lead the facilitation of therapeutic Wellbeing groups sessions for patients, carers or bereaved people including preparation, set up, supporting participation, documentation and evaluation,
- Work with volunteers to enable them to support facilitation of groups within the Wellbeing Programme and individual appointments in line with competencies
- Provide skilled support to the interdisciplinary Wellbeing Teams in accordance with competencies, skills and knowledge including on the inpatient unit

Organisational/Governance:

- Work closely with the Wellbeing Programme and Projects Coordinator and clinical team to ensure the effective organisation and delivery of personalised patient programmes
- Work with Wellbeing Volunteers to ensure Wellbeing Programme activities are well planned, prepared and facilitated to the highest standard
- Maintain accurate, goal focused electronic documentation using Systmone
- Ensure regular and timely review of outcome measures for patients and carers in line with service frameworks
- Be familiar with the CQC key lines of enquiry: safe, caring, responsive, effective and well-led, and demonstrate these within role
- Be aware of and work in accordance with policies and standard operating procedures relevant to role
- Manage systems to ensure Wellbeing equipment and supplies are maintained, up to date and well stocked in coordination with relevant Wellbeing Team
- Effectively plan, utilise and communicate time to fulfil varied responsibilities working across several teams and settings

Team Working:

- Understand and work effectively as a team player within the interdisciplinary team, actively contributing to interdisciplinary team meetings
- Refer to other members of the interdisciplinary team as appropriate

- Work on the inpatient unit to offer and model holistic, person centred support to enable patients to work towards and participate in meaningful activities and goals
- Understand and work effectively within boundaries of Wellbeing Assistant role, seeking support and guidance when uncertain

3.0 ADDITIONAL RESPONSIBILITIES

- 3.1 Carry out duties with full regard to the Company's Equalities and Diversity Policies
- 3.2 Act as a responsible individual in relation to Health and Safety and be aware of the responsibilities of all employees to maintain a safe and healthy environment for patients, visitors, staff and volunteers
- 3.3 Ensure that all duties are carried out to the highest standard, and in accordance with current quality initiatives within the work area
- 3.4 Carry out any other duties, within an appropriate level of responsibilities as required
- 3.5 Undertake flexible hours as and when the need arises to maintain safe patient practice
- 3.6 Ensure confidentiality at all times within the Hospice
- 3.7 Support and participate in the fundraising activities of the Hospice wherever possible
- 3.8 Be an ambassador for the Hospice
- 3.9 Ensure that the disclosure and use of confidential staff information is both lawful and ethical, and to recognise own responsibility for compliance with relevant legislation
- 3.10 Promote, at all levels, the Company's vision, values and strategic objectives
- 3.11 Hold DBS and Occupational Health clearances appropriate to the role.
Note: these are obtained and checked as part of the recruitment process and reviewed in line with company policy or if a change in circumstances is declared or comes to light.

This job description is not intended to be exhaustive and may be reviewed at any time to meet the needs of the business.

PERSON SPECIFICATION

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| Post Title: | Wellbeing Assistant |
| Department: | Wellbeing Team |

| | Essential Criteria | Desirable Criteria |
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| Education/ Qualifications | <ul style="list-style-type: none"> NVQ Level 2 or evidence of other equivalent qualification | <ul style="list-style-type: none"> NVQ Level 3 |
| Experience | <ul style="list-style-type: none"> Recent experience working in a people-facing role in a relevant health, social care or community setting Experience of engaging with and providing person-centred support to people of various backgrounds and needs | <ul style="list-style-type: none"> Experience in rehabilitation or goal setting Experience supporting people's psychosocial and/or spiritual wellbeing Experience of working in a multi-professional team Experience facilitating or leading groups |
| Skills/Ability/ Knowledge | <ul style="list-style-type: none"> Understanding and commitment to principles and practices of person-centred support and enablement Skills in promoting independence and self-management Excellent interpersonal skills with the ability to engage and build rapport with a broad range of individuals Ability to provide empathetic support and be alongside people in moments of distress Strong listening and communication skills Excellent verbal and written skills with ability to present information clearly and concisely Good level of computer literacy | <ul style="list-style-type: none"> Knowledge of principles of holistic palliative care and support Familiarity with Rehabilitative Palliative Care Basic skills in counselling or emotional support provision Knowledge of Welfare advice and how to signpost on for more specialist support. Knowledge of dynamics of a friend or family member taking on a caring role for a patient |

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| | <ul style="list-style-type: none"> • Ability to work effectively within boundaries of role proactively identifying and seeking support when needed • Sound judgement and decision making skills • Strong organisation and time management skills | |
| Qualities/ Attributes | <ul style="list-style-type: none"> • Positive, proactive, solution focused 'can-do' attitude • Open and empathetic – able to recognise emotions in others and respond with compassion • Friendly with a genuine curiosity and affinity for working with people • Flexible - open to learning, change and new ideas • Able to work independently using initiative and as part of a team • Resilient – able to work in a hospice environment with people living with advanced illness and at the end of life | |
| Other Requirements | Able and willing to work in the community across our geography | <ul style="list-style-type: none"> • Drivers Licence |