

Position: Family Support Co-ordinator

Tenure: Permanent - Part time (.6fte)

Reports to:: General Manger (GM)

Functional Relationships - this position requires a high level of relationship management, both internally and with patients, whānau, community, external groups and stakeholders:

- All hospice staff, board and volunteers
- Other healthcare providers and agencies
- Clients and general public

Main Purpose of Role

1. To provide psychosocial support for patients and their whānāu, and
2. To co-ordinate the delivery of social work, counselling, and bereavement support for Hospice Tairāwhiti, and
3. To provide psychosocial support, advice, and education to Hospice Tairāwhiti staff and volunteers

Main Outcomes from Role

1. An up-to-date, high standard range of psychosocial family support services are available to meet patient needs, portraying the values and ethics of Hospice Tairāwhiti, and
2. Hospice patients and whānāu psychosocial needs are met in respect to grief and loss, social work and family support, and
3. Staff and volunteers psychosocial needs supported in respect to self-care.

Key Responsibilities & Expected Deliverables¹

Responsibility	Deliverables
Social Work and Counselling	
Oversee family support care requirements for each patient/family	<ul style="list-style-type: none"> - Initial family support needs are assessed with patients and/or whanau, in a timely and professional manner - In consultation with the clinical team, care plans are developed for each patient/family in accordance with identified needs - Care plan requirements are delivered as planned, including management of any referrals (may include grief and bereavement referrals and/or support, counselling, family meetings, etc) - Provide referrals to other agencies in situations where patients referred do not meet the criteria to access Hospice Tairawhiti psychosocial services - Any counselling is based on sound theoretical knowledge, meets the requirements of the client, and is within the employee's scope of practice and ability, referring on when necessary - Accurate records are maintained in compliance with relevant approved processes and procedures - Expenditure allocated for family support services is maintained according to approved budget
Oversee bereavement care services	<ul style="list-style-type: none"> - Bereaved family are contacted and support offered one month after death - Bereaved family are discharged after 12 months unless specialist grief support required - Specialist counselling extending past 6 months post death is discussed with the GM and included in quarterly reports. - Bereavement support groups established and facilitated as required - Annual remembrance service - Develop day programme for carers and bereaved (new premises)
Provide psychosocial support, advice, and education to Hospice Tairawhiti staff and volunteers, and other healthcare professionals	<ul style="list-style-type: none"> - Support, advice, and guidance is provided to Hospice Tairawhiti staff to assist with working with clients, volunteers, colleagues, internal relationships and self-care - Facilitate monthly reflective practice meetings for nursing staff - Supervision of patient volunteers is provided as required, including presenting education sessions on grief and bereavement as part of Hospice Tairawhiti volunteer induction and on-going training requirements - Participate in the delivery of education programmes to healthcare professionals and the wider community
Other Duties	
Other duties are undertaken as required	<ul style="list-style-type: none"> - Duties and responsibilities requested by direct Manager are undertaken as reasonably able to do so

¹ Definitions and Management:

- Key Responsibilities are the areas the position is responsible for.
- Expected Deliverables are non-specific outcomes which are expected to be delivered upon by the employee in this role.
- On an annual basis, the employee's performance will be assessed to ensure the expected deliverables defined herein are being fulfilled.

Organisational Responsibilities & Expected Deliverables²

Responsibility and Expected Deliverables	
Hospice Tairawhiti Awareness & Requirements	
Work as a professional and committed team member	<ul style="list-style-type: none"> - Hospice Tairawhiti philosophy, mission, vision, values and strategic goals are consistently worked within and adhered to - Ongoing understanding of Hospice Tairawhiti’s functions, responsibilities, capabilities, capacities and constraints is demonstrated - Any complaints or negative feedback are documented and brought to the attention of the line manager as soon as practicable - Any investigations are participated in an open and professional manner
Participate in quality improvement initiatives and activities	<ul style="list-style-type: none"> - Hospice Tairawhiti quality management requirements (including policies, procedures, guidelines, code of conduct and other relevant documents) are known and adhered to - Quality improvement initiatives are actively supported and participated in - Commitment to the Hospice Tairawhiti culture of continuous improvement is demonstrated
Adhere to Confidentiality and Code of Conduct Policies/Requirements	<ul style="list-style-type: none"> - Strict confidentiality is maintained at all times - The Privacy Act 1993 and the Health Information Privacy Code 1994, and any subsequent amendments, in regard to confidentiality and the non-disclosure of information is adhered to at all times
Maintain high level of cultural awareness and sensitivity	<ul style="list-style-type: none"> - Services are delivered in a culturally appropriate manner - The culture of staff, volunteers and other stakeholders is acknowledged and respected - An understanding of the Treaty of Waitangi, in relation to our workplace, is demonstrated
Health & Safety	
Ensure Hospice Tairawhiti maintains a safe work environment, promoting safe work practices and the wellbeing of self and others	<ul style="list-style-type: none"> - Hospice Tairawhiti health and safety policies and procedures are complied with fully and actively - Health and safety actions and initiatives in the workplace are fully and actively supported and promoted, taking responsibility for own health and safety, and the health and safety of others within the work environment - All workplace hazards, near miss incidents and accidents are reported in a timely manner as per approved procedure - Actions and initiatives to minimise, isolate or eliminate identified risks are supported and promoted - Any investigations are participated in an open and professional manner
Team Work	

² Definitions and Management:

- Organisational Responsibilities & Expected Deliverables are areas each employee at Hospice Tairawhiti is responsible for adhering to.
- On an annual basis, each employee’s adherence to these requirements will be assessed generally to ensure the expected deliverables defined herein are being fulfilled.

Responsibility and Expected Deliverables	
Ensure positive contributions are made towards effective and efficient working relationships	<ul style="list-style-type: none"> - Positive work relationships are established and maintained, working together in a collaborative and open manner - Interpersonal communication is based on respect, ensuring others are treated with kindness - Staff meetings, as applicable, are attended and contributed to
Professional Competency	
Maintain appropriate level of professional competency in accordance to position requirements	<ul style="list-style-type: none"> - Qualifications, including registrations and practicing certificates as applicable, as required for legal and safe practice are maintained - Knowledge of and adherence to best practice and legislation to work accountabilities is kept current - Own education and professional development is identified and advanced

Person Specification³

Essential	Desirable
Knowledge, Skills and Attributes	
<ul style="list-style-type: none"> - Excellent interpersonal skills, with a high degree of professionalism and confidentiality and a caring and empathetic demeanour - Understanding of the grief process - Ability to work in a self-motivated and self-directed manner - Outstanding communication skills - Ability to establish connections quickly and easily 	<ul style="list-style-type: none"> - Knowledge of New Zealand health services - Loss and grief counselling skills or experience - Understanding of Hospice and it's philosophy of care - Excellent IT skills
Experience, Technical/Professional Qualifications	
<ul style="list-style-type: none"> - Social Work and/or counselling qualification with relevant industry experience - Membership to relevant industry professional body - Current, clean, full Driver's licence 	<ul style="list-style-type: none"> - Graduate qualifications in palliative care (or willingness to study towards)

³ Definitions and Management:

- Essential specifications are those which are non-negotiable to ensure the responsibilities and deliverables defined in this Position Description will be met. In the interests of growth and support of our people and the people in our community, Hospice Tairāwhiti may appoint or promote a person without these specifications, provided any minimum legal requirements are met, e.g. practicing certificates.
- Desired specifications are those which may be learnt or acquired on the job.
- Where a person holds a position without essential or desirables specifications, Hospice Tairāwhiti will endeavour to train or support the incumbent towards compliance, however this is at the discretion of the GM with restrictions and constraints accounted for (e.g. budget, access to education, etc).