**Job Title Family Support Practitioner – Play, arts and activities**

**Responsible to** Head of Family Support and Transition

**Place of work/Base** Martin House and outreaching into hospitals and the community

**Type of contract** Permanent

**Overall purpose of the role**

The key purpose of the role is to provide emotional and holistic support to children and young people and with palliative care needs and their parents/carers /families. This individual will be part of a team delivering a high-quality family support service within the region.

* Provide emotional and holistic care, through play, arts and activities, that considers all aspects of wellbeing to children and young people with palliative care needs and to their parents/carers and to families that are bereaved.
* Support the creation of a MDT holistic plan of care for each child/young person and their family, supporting the assessment, planning and delivery of therapeutic interventions.
* Support children, young people and their parents/carers with the emotional impact and understanding of the process involved in caring for a child with a palliative diagnosis or that are bereaved.
* Promote the individual family’s wellbeing according to agreed therapeutic interventions and outcomes, reviewed at regular intervals.
* Provide individual, family and group support in a variety of settings, both hospice and community and signpost to link families to wider community support.
* With regular support and supervision take a lead on planning and delivering one or more of our family support groups.
* Work autonomously and collaboratively within the multi-disciplinary team, sharing knowledge with others, and seeking regular support and supervision for all clinical caseloads from a designated supervisor and line manager.
* Collect relevant data from families to support clinical governance and service development.
* Work with the support and supervision of senior clinicians to plan and deliver support for families on our caseload.
* To personalise care thoughtfully, in order that families of all backgrounds can engage with support that is helpful to them.
* Work with other health, education and social care professionals and significant others providing services to the family.
* Work may involve face-to-face sessions at Martin House, community/outreach visits, telephone contacts and online appointments.
* Establish effective communication, both written and verbal with all members of the multi-disciplinary team, actively participating in team and multi-disciplinary meetings.
* Organise and supervise visiting activities and events/entertainers and take part in nominating children and young people for special events according to their needs.
* Ensure all toys and play facilities are cleaned, maintained safely, and stored appropriately according to Martin House health and safety and infection control policies.
* Identify appropriate resources and ordering of supplies with the support of senior colleagues.
* Support the clinical governance framework and professional practices.
* Support the monitoring and maintaining of quality standards.
* Inform, educate, support and advise families and the multi-disciplinary team in your team’s area of expertise.
* Ensure accurate and contemporaneous records always adhering to standards of confidentiality.

Due of the essential outreach and networking component of this post, the postholder will be expected to travel to venues and locations in the community. This will include travelling out of normal office hours and to destinations that may not have public transport so access to your own transport for business use is essential.

**Health & Safety**

* Be aware of the safety needs of the children, siblings, parents and colleagues and adopt a preventative safety approach to all times.
* Demonstrate the ability to manage your own emotional and wellbeing needs and engage in regular supervision and support.
* Report all accidents incidents and untoward incidents to line manager.
* Be aware of your health and safety responsibilities as an employee and adhere to these.

**Personal development**

* Adopt a positive and reflective approach to personal and professional development.
* Participate constructively in a yearly annual appraisal.
* Take part in all relevant mandatory training and any other education and training considered necessary to carry out the role.
* Work contracted hours including occasional unsocial hours as required.
* Post holder will be expected to work flexibly in a range of venues, including families’ homes, hospitals and other community-based locations.

**Equality statement**

Martin House is committed to providing care and improving services irrespective of race, ethnicity, disability, gender, religion or belief, age, marital status, or sexual orientation

**Safeguarding Children, Young People and Vulnerable Adults**

Martin House is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all employees to share this commitment. Recruitment checks are undertaken in accordance with safer recruitment standards and successful applicants may be required to undertake a DBS via the Disclosure and Barring Service.

**All Martin House employees are expected to**

* Uphold the values of Martin House and behave in a professional manner at all times.
* Value equality and diversity and comply with relevant equality legislation.
* Attend 1:1s with line manager, team meetings and annual appraisals.
* Take part in all relevant mandatory training and any other education and training considered necessary to carry out the role.
* Take responsibility for one’s own personal development.
* Cooperate with colleagues, encourage and support positive working relationships (both internally and externally) and foster a culture of respect and consideration at work.
* Establish and maintain effective communication with relevant individuals and groups, both internally and externally.
* Take responsibility for one’s own health and safety and the health and safety of others whilst at work, and comply with Health and Safety legislation.
* Comply with information governance requirements and maintain confidentiality at all times, as required.
* Work within all Martin House policies and procedures.
* Communicate a positive image of Martin House and protect its reputation.
* Attend for work and events as and when required.

**Staff who support Martin House volunteers are expected to**

* Carry out effective inductions for new volunteers in your department
* Lead and guide volunteers, providing the support needed to maintain morale and enable them to work effectively
* Ensure all necessary local activity risk assessments, and policies are available and adhered to.
* Supervise your volunteers appropriately in their day-to-day work and actively work to recognise the work that they do
* Ensure your volunteers have access to some personal time with you on a regular basis
* Ensure that your volunteers have an annual opportunity to reflect on their volunteering role with you
* Support appropriate volunteer learning and development within your team
* Play a role in the recruitment of new volunteers within your area
* Support and manage performance issues with volunteers fairly and sensitively, taking advice from the HR department where appropriate

**Person specification**

**Qualifications and work experience**

Essential

* Experience of providing services in a health, education or social care setting with children, young adults, and their families.
* Good level of education including GCSE’s (grade C or above) including English and Mathematics or equivalent.
* Access to a vehicle for business use

Desirable

* Experience of working in a palliative care setting.
* Experience of providing therapeutic based support through play, art or music.
* Qualification in education, health or social care.
* Experience of working in Mental Health or counselling services.
* Experience of working with young people who have complex health needs and/or disabilities.
* Experience of working collaboratively as part of a team and autonomously under supervision.
* Excellent verbal communication skills.
* Group work skills.
* Counselling and/or therapeutic skills.
* Collaborative and responsive to others needs and concerns.
* Adherence to established guidelines and procedures.
* Inclusive decision making through building consensus.
* Excellent organisational skills.
* Ability to document clear and concise details of care routines and practice.
* Excellent interpersonal skills.
* Understand care practice within a palliative care service.
* Evidenced ability to adopt a proactive approach to reporting and resolving health and safety issues.
* Demonstrable commitment to maintaining own professional development.

**Attributes**

* Practical and people oriented.
* Ability to communicate sensitively with children and parents in line with Martin House’s values and expectations.
* Ability to work collaboratively as part of a care team.
* Ability to demonstrate respect for children, young people, their families, and colleagues.
* Ability to recognise own limitations and to access supervision and support systems.