

JOB DESCRIPTION



SAINT FRANCIS HOSPICE

JOB DESCRIPTION

JOB TITLE	OrangeLine Project Assistant
GRADE	4
REPORTS TO	OrangeLine Project Manager
KEY RELATIONSHIPS	All SFH staff and volunteers and external stakeholders
RESPONSIBLE FOR	This role does not have line management responsibility

JOB SUMMARY

This Project Assistant role will support the Project Manager to deliver OrangeLine, a telephone support service.

Individuals accessing the service will include people who are bereaved, isolated, lonely and those who are affected by life limiting illnesses and/or their carers.

This is a varied and busy role based on site at the hospice.

The role includes working as part of a multi-professional team to provide physical, psychological, social and spiritual care.

Tasks will include:-

- To assist with advertising OrangeLine both internally and externally including collaborative working with external agencies.
- To assist with recruiting and supervising volunteers to support people using the helpline.

- To assist with writing and revising risk assessments and issuing guidance to volunteers.
- To assist with the monitoring and evaluation of the service and preparing reports for the Project Manager and stakeholders.
- To assist the Project Manager in setting up and facilitating unsupervised off-site groups as required – including groups for bereaved people, hospice patients and for people in the community with a life limiting illness.
- To check and action emails regularly.
- To record all activities on iCare (Patient record management system).

MAIN DUTIES AND RESPONSIBILITIES

- Assist with the day-to-day management of OrangeLine
- Assist with recruiting and supporting volunteers
- Input, record and maintain records, data and statistics onto the iCare system in accordance with hospice policies and produce iCare statistics and reports as required.
- Liaise as necessary with all health professionals and hospice staff, volunteers and people using the service
- Collate the details of appropriate people to whom we can ask for service feedback questionnaires
- Attend mandatory training as specified by the hospice
- Set up and lead on new support groups both in the community and in the hospice
- Have an awareness and understanding of the behaviours and interpersonal skills that are vital to effective team working and practice them at all times

- Provide advice and instruction or training groups of staff and volunteers
- Regularly analyse complex facts or situations, formulate plans, compare options and make relevant adjustments
- Provide and receive complex, sensitive and contentious information where reassurance, motivational, negotiation skills are required in situations where there may be a barrier to understanding.
- Take responsibility for own professional and personal development which will be monitored in supervision sessions and annual appraisal

ADDITIONAL REQUIREMENTS OF POSTHOLDER

SENSITIVITY AND PROFESSIONALISM: As an employee of Saint Francis Hospice you should expect that it is likely that you will come into contact with individuals in our care, their loved ones and members of the public who are at the end of life or recently bereaved. All employees are expected to respond to people recounting and expressing their emotions about such events with sensitivity and understanding, and to know enough about the services that the Hospice provides to be able to signpost people who may benefit from our services to the relevant contacts.

CONFIDENTIALITY: The post holder must maintain confidentiality, security and integrity of information relating to individuals and their loved ones, staff and other hospice matter during the course of duty. Any breach of Confidentiality may become a disciplinary issue.

DATA PROTECTION: It is the responsibility of all staff to be aware of their obligations in respect of the Data Protection Act 2018.

EQUAL OPPORTUNITIES: The hospice is committed to the development of positive policies to promote equal opportunity in employment and has a clear commitment to equal opportunities. All employees have a responsibility to ensure that they understand the standards expected and that they promote and adhere to the equal opportunity measures adopted by the hospice.

HEALTH AND SAFETY: All staff must be familiar with section 2 of the Health & Safety Policy, Organisation of Health and Safety. This document sets out the responsibilities of all staff for health and safety, whether in a supervisory capacity or not. Policy section 3 (arrangements for Health and Safety) provides an overview of training for competence in Health and Safety matters.

HOSPICE IDENTITY BADGES: Hospice ID badges must be worn at all times whilst on duty.

SMOKING: The hospice acknowledges its responsibility to provide a safe, smoke free environment, for its employees, service users and visitors. Smoking is therefore not permitted at any point whilst on duty, in accordance with the guidelines set down within the Hospice No Smoking Policy.

REGISTRATION COMPLIANCE/CODE OF CONDUCT:

All employees who are required to register with a professional body to enable them to practice within their profession are required to comply with their code of conduct and requirements of their professional registration.

WORKING TIME REGULATIONS: The 'Working Time Regulations 1998' require that you should not work more than an average of 48 hours in each week. For example, in a 26 week period you should work no more than 1248 hours.

Please note that this job description is not definitive or restrictive in any way. It is a guide to the responsibilities of the role. It may be reviewed, in consultation with the post holder, in light of changing circumstances and the changing needs of the Hospice.

The post holder will be expected to perform any other such duties as might reasonably be required by the Director and will work in accordance with all Hospice Policies and Procedures.

In an emergency, all staff may be required to work different hours or carry out different tasks to those set out in their contracts of employment. This will be done in consultation with individuals and taking into account any special circumstances that may exist.

PERSON SPECIFICATION

JOB TITLE

E = ESSENTIAL	D = DESIRABLE	
Demonstrating the Hospice Values – Collaborative, Compassionate, Creative <i>This section is mandatory, do not change</i>		
Compassionate – we are a caring team, kind to each other and put the needs of individuals and their loved ones at the heart of what we do.	E	
Collaborative – we value working in partnership across our communities and are proactive about nurturing relationships with our stakeholders.	E	
Creative – we are forward-thinking, adaptable in our changing world and embrace change and innovative ways of working.	E	
Qualifications & Training		
☐ Degree level qualification or equivalent level of relevant experience	E	
Skills/Abilities/Knowledge		
☐ Have good clear communication skills	E	
☐ Be able to empathise and encourage people with life limiting illnesses	E	
☐ IT skills experience with data inputting	E	
☐ Have good planning and organisational skills	E	
☐ Professional ability to work in a non-judgemental and anti-discriminatory way	E	
☐ Able to assist with the management of a team of volunteers	E	
☐ Ability to assist with pilot project administration processes related to service delivery	E	
Experience		
☐ Setting up new services within the community		D
☐ Experience of working in a care setting	E	

☐ Recruiting and selecting volunteers		D
☐ Supporting and assisting with managing a team of volunteers and staff	E	
☐ Developing and using monitoring and evaluation tools	E	
☐ Supporting service users in distressing situations	E	
☐ Experience in delivering a service within a budget	E	
☐ Coping mechanisms for managing distressing situations	E	

I confirm that I have read the Job Description/Person Specification, and the duties contained therein and accept the conditions of this role.

NAME:

SIGNATURE:

DATE: