



Children's Hospices Across Scotland

## JOB DESCRIPTION – TRANSITION WORKER

### Job Details

Job Title – **Transition Worker**

Location – **Rachel House/Robin House**

Responsible to – **Family Support Manager**

Salary – **CHAS Band 5**

Job Family – **Care**

### Job Purpose

Working within the culture, ethos and philosophy of CHAS, to provide support to the children or young people with life-threatening or life-limiting conditions and their families, focussing on the needs of the family from the point of referral, through to bereavement support.

### Main Tasks

- Social, Emotional and Psychological Needs Assessment and Support
- Administrative and Clerical
- Learning and Development

### Job Activities

#### **Social, Emotional and Psychological Needs Assessment and Support**

- Works with young people and their family/carers to provide an accurate person centred transitional assessment
- Works with young people and their families to ensure the development and delivery of their transition plan and to enable end of service/discharge planning in line with the organisational policy and guidance
- Provide advocacy and other appropriate professional interventions to enable the needs of young people and their families experiencing transition to achieve their goals.
- Works with young people to ensure their transitional plan is regularly reviewed to ensure it remains relevant and accurately reflects their needs and goals
- Provide knowledge, advice and support in order to develop practice that meets the specific needs of young people as they move from children's to adult services
- In conjunction with CHAS clinical teams, identify palliative and other care resources Scotland wide for young people. Develop working links and partnerships with transitional workers in external provider agencies
- Professionally liaise with statutory adult service providers to ensure young people have their needs met. This includes professional liaison with all service providers for young people

- Develop opportunities through the work of the Family Support and Nursing teams for young people to discuss their views and wishes and contribute to the delivery and on-going development of the service
- In conjunction with the young people and with the support of keyworkers, care providers and other service providers, develop and implement strategies to meet the needs of young people transitioning from children's to adult services
- Works with other members of the Transition team to ensure a database of relevant information about resources and services are maintained for the Transition Service
- Attends and contributes to events and meetings relevant to transition for young people

### **Administrative and Clerical**

- Responsible for completing all forms of record keeping and providing reports and statistics when requested
- Inputs into the CHAS clinical referral processes, undertaking initial and comprehensive person centred transition assessments and exchanging information with other professionals and team members relating to the transitioning of young people to adult services
- Maintains the records of all young people and family contacts, ensuring accuracy and confidentiality are maintained in-line with legislative and organisational requirements, enabling the appropriate care and support provision to be provided
- Contributes to identifying budgetary requirements for the Transition Service
- Contribute to the referral, assessment and review systems within the clinical service and ensure they function effectively for young people and their families
- Accurately maintains the records of visits, assessments and plans undertaken, all travel and mileage covered and time logs

### **Learning and Development**

- In conjunction with the Transition Manager participates in delivering learning and development opportunities to all staff and volunteers within and outside of the organisation, ensuring awareness of the social care requirements involved in the provision of care to a young person with a life threatening or life limiting condition and their family, enabling the organisation to maintain care standards
- As required, participates in survey and audit projects, within own work area, in support of best practice
- Takes responsibility for personal development, adhering to professional registration guidelines and requirements in relation to Child Protection and Adult Support and Protection, and participate in Staff Review and Development process
- Prepares for and takes part in regular professional supervision and professional performance review processes
- Maintains an up to date knowledge of all aspects of palliative care and bereavement theory and practice, including an understanding of theoretical knowledge of loss and grief
- Maintains data in a manner that is compatible with informing research and service planning
- As required, participates in survey and audit reports, within own area, in support of best practice
- Acts as a positive role model and resource to care staff across the organisation. Act as a change agent and support other clinical staffing colleagues in implementing new initiatives and roles
- Maintains an up- to-date knowledge of all aspects of palliative care and bereavement, including an understanding of theoretical knowledge on loss and grief

### **Health and Safety**

- Responsible for complying with the CHAS Health and Safety Management Policy and associated procedures and co-operate with CHAS in complying with its legal duties

### **Information Governance**

- Responsible for complying with the CHAS Information Governance Framework and associated policies and co-operate with CHAS in complying with its legal duties

### **Volunteer Engagement**

- Work alongside volunteers and actively support their work by providing advice and information to help them in their roles

## **Dimensions**

- In performing this role, frequently has contact with the child or young person with a life-threatening or life-limiting condition, their family including siblings, the Director of Care, the Family Support Manager, the Voluntary Services Managers, multi-disciplinary care team, other relevant CHAS staff and volunteers

## **Decisions and Communications**

### **Decisions**

- Within the agreed management structure of CHAS, is allocated work by senior staff but generally works with a degree of autonomy within the clearly defined policies, protocols, procedures and codes of conduct of the organisation, being directly responsible for setting own priorities and ensuring the work is completed within agreed timescales
- Provides assistance to the family on matters related to the care and transitions of the child or young person with a life-threatening or life-limiting condition and, in conjunction with the family and the multi-disciplinary care team, adapts provision accordingly

### **Communications**

- On a daily basis, communicates sensitive information about the child, young person and their family, often where the subject matter is emotive and there are significant barriers to acceptance, requiring the use of developed communication and interpersonal skills to overcome
- Develops and maintains relationships with the child or young person, their family, the multi-disciplinary care team and volunteers
- Positively promotes the organisation, through internal and external contacts, by acting as speaker at study days, seminars and conferences



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## PERSON SPECIFICATION – TRANSITION WORKER

### Education, Qualifications, and Training

#### **Essential**

- HND in social care or equivalent

#### **Desirable**

- Qualification or training in counselling skills

Method of Assessment – Application Form

### Skills, Abilities, and Knowledge

#### **Essential**

- Understanding of the provision of palliative care to children or young people with life-threatening or life-limiting conditions
- Requires developed communication skills, having to provide and receive complex and sensitive information where there are significant barriers to acceptance
- Ability to prioritise workload and to work autonomously

#### **Desirable**

- None

Method of Assessment – Application Form and Interview

### Experience

#### **Essential**

- Experienced in working with children or young people with complex care requirements
- Experience of working with families at times of acute stress and loss
- Experience of working as part of a multi-disciplinary care team

#### **Desirable**

- Experience of using counselling skills
- Experience of working directly with siblings of children or young people with complex care requirements

Method of Assessment – Application Form and Interview

## Personal Qualities

### Essential

- Friendly, outgoing manner
- Accountable for self, actions and decisions
- Child and family focussed
- A positive 'can do' attitude
- A commitment to CHAS core values, vision and purpose
- A commitment to working with and supporting volunteers

### Desirable

- None

Method of Assessment – Interview

## Other Requirements

### Essential

- Willingness to travel between CHAS sites
- Holds a current driving license

### Desirable

- None

Method of Assessment – Application Form and Interview