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| **Job Title** | Hospital to Home Worker |
| **Contract** | From January 2022 to December 2024 |
| **Hours**  | 15 hours a week |
| **Reporting to:**  | Nicola Welsh, Chief Executive Officer |
| **Key working Relationships:**  | Staff / Families / NHS Staff / External Agencies / Funeral Directors / Third Sector |
| **Regular place of work:** | Home basedFrequent travel will be required within Edinburgh and the Lothians |

**Organisational background:**

We are a Scottish charity providing baby loss counselling and peer support to families, with over 40 years’ experience of offering compassionate bereavement care in the community.

We provide baby loss counselling and peer support to bereaved families. The majority of staff are bereaved parents themselves, so through shared, lived experience, we provide compassion and support to each other and connect through our care for our families and each other.  Our families are the heart of everything that we do. All our support is free, personal to each family and for as long as is needed. Our support includes counselling, one to one befriending, group support and events.

We are in a period of growth, having expanded the team from 4 to 12 over the last 6 years and most recently, extending our geographical reach from Edinburgh and the Lothians to Fife, Forth Valley and most recently the Highlands.

**Role background:**

We are recruiting for 2 part time Hospital to Home Workers, as part of a 3 year Big Lottery funded project. The pilot project, Hospital to Home Care, will support families to transition from the hospital setting to being back in the community. Support will be offered for up to 3 months, to support and guide families in the very early days, enhancing existing community services to provide long term peer bereavement support.

We will work alongside NHS Lothian colleagues to provide a more comprehensive and cohesive transition from the hospital to home setting. By being able to offer longer term support, through the Hospital to Home Service and beyond through our befriending and counselling services, we will be able to identify emerging issues associated with complicated grief early so additional support such as counselling can be arranged.  This will reduce the isolation and loneliness that bereaved parents feel, improving family’s long term mental and physical wellbeing and their ability to grieve with empathic support in place in the community.

We have fully funded a full time PhD student in partnership with Napier University. This way, we will be able to evidence the benefits that this early intervention can have. The PhD will examine the Hospital to Home service that will be offered to bereaved mothers, partners and families through their experiences during and post perinatal bereavement following baby loss up to 24 weeks.

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| **Job Summary** | * Provide practical and emotional support to bereaved families in the community, in the early days and weeks following the loss of a baby under 24 weeks, in conjunction with NHS colleagues
* Act as liaison between hospital based / community staff and families
* Create personalised plan of care for each family and support over a 3 month period
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| **Key responsibilities** | * To offer practical and emotional support to individuals or couples who have complex, intense and often unpredictable bereavement needs
* Support to families may include:
* Assistance with planning funeral/memorial arrangements.
* Support to prepare for and attend follow up hospital appointments.
* Support with post mortem and decisions around funeral and burial or cremation.
* Support for return visits to hospital, genetic test results, 6 week check up and other meetings with NHS professionals
* Provide information on grief to family and extended family and friends.
* Talk to siblings and provide books for home and school and support contact with school if needed
* Provide advice and support to families returning to work.
* Provide compassionate signposting on for longer term support
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| **Professional Responsibilities:** | * Keep records which facilitate communication within the charity and are compliant with all current GDPR regulations (both on IT systems and paper files)
* Manage all requirements relating to data collection research and audit within the service, including statistics and records, communications to referrers and others involved in family care, providing regular reports on activity within, and effectiveness of Hospital to Home service at staff meetings and other ad hoc meetings with colleagues.
* Manage caseload of families to ensure treatment delivery remains accessible and convenient.
* Have good, self-sufficient office administration skills including the ability to use Microsoft Office and a CRM system.
* Be aware of and up to date with national guidance and standards relating to psychological care and baby and infant bereavement.
* Participate in regular peer supervision.
* Participate in service evaluation, research and audit relevant to the PhD project and to the charity.
* Be a committed Team member across the organisation
* Ensure best practice and standards according to the employer.
* Ensure that family confidentiality is protected at all times.
* Be aware of, and keep up to date with advancement in baby loss bereavement care.
* Keep up to date all records in relation to Continuous Professional Development
* Attend relevant conferences/workshops
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| **General Responsibilities** | * Flexibility to work occasionally at weekends and evening, for which time off in lieu will be

given.* Provide cover for other Hospital to Home worker as needed.
* The post-holder will have access to confidential data on staff, families and services within Held In Our Hearts. Failure to maintain confidentiality will lead to disciplinary action, which could ultimately lead to dismissal.
* Held In Our Hearts is committed to Equal Opportunities for all present and potential

members of staff. Therefore, we expect all employees and volunteers to understand, support, and apply this policy through their working practices which requires all individuals to be treated with respect, dignity, courtesy, fairness andconsideration. * The post holder must familiarise themselves with matters relating to health and safety management as they affect them personally and/or Held In Our Hearts, reporting any potential risks to life or property immediately in accordance with the charity’s Health and Safety policy and procedures. They must use all equipment provided to undertake their role safely.
* Where you are a member of a professional body you are required to conform to the professional standards set by that body. You are required to ensure your registration is current and practice continuous professional development.
* To undertake any other duties which reasonably fall within the scope of the role.
* *This is an outline Job Description and may be subject to change, according to the needs*

*of the service, in consultation with the post holder*. |
| **Essential criteria** | * Qualified in a health related background (Midwifery, Nursing) or demonstrated competence / experience to that level.
* Ability to understand the complex journey grieving parents undertake when they experience the death of a baby.
* High level of self-awareness and demonstrated ability to practice self-care.
* Highly developed interpersonal skills appropriate to establishing and maintaining effective working relationships with healthcare professionals, staff, parents, volunteers and the wider community.
* A skilled worker who is knowledgeable regarding current practice standards in support settings, with a commitment to continued professional development.
* Demonstrable ability to develop a positive local culture that aligns with organisational values and which fosters accountability, innovation and continuous improvement
* Background in providing high quality customer service to both internal and external stakeholders with excellent written and verbal communication skills.
* Ability to manage own work load and work on own initiative
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| **Desirable criteria** | * Experience or knowledge of working with trauma and PTSD/CPTSD
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| **GDPR information** | * If you apply for this role, we would like to keep this data until our open role is filled. We cannot estimate the exact time period, but we will consider this period over when a candidate accepts our job offer for the position for which we are considering you. When that period is over, we will either delete your data or inform you that we will keep it in our database for future roles.
* Here’s a link to our privacy policy - <https://heldinourhearts.org.uk/privacy-policy/> In this policy, you will find information about our compliance with GDPR. You can find how to send us a request to let you access your data that we have collected, request us to delete your data, correct any inaccuracies or restrict our processing of your data.
* You have the right to lodge a complaint about the way we handle your data and you can contact us on info@heldinourhearts.org.uk or on 0131 622 6263 for more information or concerns. Alternatively, you can make contact with the Information Commissioner’s Office (ICO), which is the independent regulatory authority who exist to uphold information rights in the UK. For more information, visit their website or call their helpline on 0303 123 1113.
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| **Application details** | Please email your CV and covering letter direct to angie@heldinourhearts.org.uk.  |
| **Closing date** | Sunday 5th December 2021 |