

## **PILGRIMS HOSPICES – JOB DESCRIPTION - Wellbeing Practitioner**

### **MAIN PURPOSE AND SCOPE OF THE JOB:**

Pilgrims vision is of a community where people with a terminal illness and their family and friends are supported and empowered to live well in mind and body until the very last moment of their life.

Based in Pilgrims Therapy Centres, the Wellbeing Practitioner is an integral part of the Multidisciplinary Palliative Care Team; engaging with and supporting patients, their carers and families, undertaking person centred holistic assessments to identify individual needs, and prescribing a range of appropriate services to enable, empower and promote wellbeing.

The Wellbeing Practitioner will assist the Multidisciplinary Palliative Care Team in developing a plan of care which meets the holistic needs of individual patients, carers and family members whilst respecting individual wishes, and maintaining confidentiality, privacy and dignity at all times.

The post holder will provide planned care and support, applying knowledge and expertise in the delivery of Wellbeing Programmes based in the Therapy Centres, both autonomously and collaboratively with the Multidisciplinary team.

The Wellbeing Practitioner will also manage and monitor the volunteer element of the Therapy Centres, with the support of the Wellbeing Practitioner Team Leader and Human Resources.

The Wellbeing Practitioner will work autonomously in Pilgrims Therapy Centres, as part of the services provided by Pilgrims Hospices and play an active part in raising the profile of the charity, locally and nationally.

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### **POSITION IN ORGANISATION**

**Reports to:** Wellbeing Practitioner Team Leader

### **DUTIES AND KEY RESPONSIBILITIES**

**The role of the Wellbeing Practitioner aims to deliver creative, flexible and dynamic psychosocial care and support for our patients and carers. Offering group, 1-2-1 and virtual wellbeing interventions focusing on enabling quality of life, physical and psychological wellbeing and developing resilience.**

**You will be empowering patients to pursue their own wellbeing goals guiding them on a pathway through our social, supportive, therapeutic, creative and educational programmes. In addition to encouraging peer support networks and signposting to external community based support groups.**

#### **Clinical and Professional**

- Undertake person centred holistic assessment in consultation with patients, carers and families identifying symptoms and needs and prescribe appropriate services to

enable and empower individuals and enhance psychological, social and spiritual wellbeing.

- Engage with and contribute positively to Wellbeing Programmes; facilitating and delivering evidence based group interventions, one to one interventions and activities to improve health and wellbeing.
- Evaluating feedback to inform ongoing development and design of the services.
- To be fully conversant with Pilgrims Therapy Wellbeing Programmes, and committed to the ongoing evaluation, development and delivery of wellbeing services across the organisation.
- Promote the benefits of Wellbeing Programmes to all hospice patients and their families, and encourage referrals from the Multidisciplinary Team and external health and social care colleagues. To engage with patients on the inpatient unit and support with patient centred wellbeing interventions.
- To be engaged with the discharge process of patients on the inpatient unit, discussing Therapy Centre wellbeing interventions and offering referrals to appropriate groups and programmes.
- Apply a range of interpersonal skills in response to the different needs of individuals, using active listening skills and adapting communication to build a rapport with patients and family members, as well as volunteers and professional colleagues.
- Engage with patients and carers via virtual technology and supportive telephone calls
- To facilitate support groups and educational sessions in person and via virtual technology, including contributing to pre-recorded virtual programmes and sessions.
- To support the team in building and maintaining appropriate external partnerships. To liaise with local community support services and groups.
- Engage with and contribute positively to Multidisciplinary Team meetings and decision making, sharing appropriate information to benefit patient outcomes ensuring individual goals are achieved and alerting the Multidisciplinary Team of any concerns of crisis or problems arising with a patient or family member.
- Recognise and report any changes in psychological, social and spiritual needs of patients and provide appropriate level of psychological support within level of competency, referring to Multidisciplinary Team where required.
- To work within internal pathways to identify individual needs and refer to professional team members or services, making appropriate recommendations for patient care and liaising with community teams as required.

- Contribute positively to providing an effective learning environment for all students on placement at Pilgrims, for new multidisciplinary team staff during their induction period and to support the ongoing development of all members of the wellbeing team
- To provide assistance with aspects of personal care and the physical comfort of patients e.g. toileting and personal hygiene – whilst respecting patient’s dignity, values and privacy and adhering to infection prevention and control policies.
- Demonstrate an understanding of clinical skills when undertaking the assessments of patients and be able to carry out basic observations such as blood pressure, pulse, saturation and temperature if required.
- Promote support and contribute to a high standard of care, including awareness and understanding of safeguarding.
- To employ a range of skills, techniques and resources to enable and empower patients with communication difficulties.
- Create a safe environment for patients and staff, undertaking risk assessment and completing incident reports where necessary.
- Take decisive and remedial action when faced with a complex or demanding situation to ensure the safety of patients,, families or volunteers and communicate these actions with appropriate team members and external professionals.
- Keep clear and accurate patient records in accordance with Pilgrims clinical record keeping guidance.
- To support the service by undertaking administrative duties where required.
- Maintain continued personal development, participating in education and mandatory training and working effectively to meet personal development plan objectives and knowledge and skills as set out within the competence framework.
- Be prepared to work across all three hospice sites as required to maintain continued delivery of service.
- Support and work with the Education team with events and local community knowledge, developing resources to benefit all patients, carers and family members
- Support and work with Fundraising and Marketing team with vents and promotional campaigns.
- Pilgrims is fully committed to equality in employment and service delivery and all those working for Pilgrims Hospices are expected to actively promote equality and diversity in all aspects of their work

## **GENERAL RESPONSIBILITIES**

### **Corporate Governance –**

The post holder must, at all times, act honestly and openly and comply with relevant corporate governance requirements, employment legislation and standards of business conduct.

Post holders are expected to be familiar with and comply with all policies and procedures published by Pilgrims Hospices in East Kent.

#### **Health and Safety –**

Under the Health & Safety at Work Act (1974), it is the responsibility of the post holder at every level to take care of his/her own health and safety and that of others who may be affected by his/her acts at work.

#### **Data Protection –**

Ensure that all data is processed in a fair and lawful way for the specific identified purpose, in line with the General Data Protection Regulations (GDPR), national data protection legislation and Pilgrims Hospices' Data Protection Policy. Data must not be disclosed in any manner which is incompatible with the purpose and to any unauthorised persons or organisations.

#### **Code of Conduct –**

The post holder is required to observe the following principles:

- Make the care and safety of patients his/her first concern and act to protect them from risk
- Respect the public, patients, relative, carers, staff and partners
- Be honest and act with integrity
- Accept responsibility for his/her own work and the performance of the people the post holder manages
- Take responsibility for own learning and development
- Show commitment to working as a team by working effectively with team members and the wider community
- In all actions undertaken have regard for the hospices reputation

#### **Flexibility –**

The post holder is expected to work flexibly to be able to meet the challenges and opportunities of working within Pilgrims Hospices in East Kent.

*This Job Description is not exhaustive. This job description is a reflection of the current position and the post holder is expected to view it as a guide rather than an exact description of all duties and responsibilities. It may be subject to variation from time to time. The post holder will be required to undertake any other duties that may be required by the Line Manager, commensurate with the level of the post.*

**Date Written:** March 2019.  
**Updated:** February 2020. January 2021.

**PILGRIMS HOSPICES – PERSON SPECIFICATION**

**Wellbeing Practitioner**

This person specification sets out the essential, minimum qualities we are seeking for this post. Please ensure that your application demonstrates how you meet the criteria. You may include voluntary, unpaid and paid work.

|                                | CRITERIA   | Criteria Tested At                   |                                 |                                |
|--------------------------------|--|--------------------------------------|---------------------------------|--------------------------------|
|                                |  | Application                          | Interview                       | Essential?                     |
| <b>EXPERIENCE</b>              | <ul style="list-style-type: none"> <li>• Experience of working in a multidisciplinary palliative care setting</li> <li>• Experience of working with volunteers</li> <li>• Experience of leading a small group in activities</li> </ul>   | ✓<br><br>✓<br>✓                      | ✓<br><br>✓<br>✓                 |                                |
| <b>SKILLS/ ABILITIES</b>       | <ul style="list-style-type: none"> <li>• An excellent standard of written and verbal communication skills including telephone skills</li> <li>• Ability to plan and prioritise work activities and be able to meet changing priorities</li> <li>• Able to work on own initiative and as part of a team</li> <li>• Able to assess the wellbeing needs of patients and carers</li> <li>• Able to use IT systems and possess administrative skills to be able to write care plans, input and retrieve data from a computer system.</li> <li>• Understand own limitations and be able to seek more senior assistance when required</li> <li>• Ability to work in a sensitive, confidential and non-judgemental way with people of all backgrounds</li> </ul> | ✓<br>✓<br>✓<br>✓<br>✓<br>✓<br>✓<br>✓ | ✓<br>✓<br>✓<br>✓<br>✓<br>✓<br>✓ | ✓<br>✓<br>✓<br>✓<br>✓<br><br>✓ |
| <b>KNOWLEDGE</b>               | <ul style="list-style-type: none"> <li>• Have a firm understanding of the principles of palliative care</li> </ul>   | ✓                                    | ✓                               | ✓                              |
| <b>QUALIFICATION/ TRAINING</b> | <ul style="list-style-type: none"> <li>• A good standard of secondary education, including a minimum of grade C in Maths and English GCSE's</li> <li>• NVQ Level 2 &amp; 3 in Health and Social Care</li> <li>• Further relevant qualifications in therapeutic support</li> </ul>  | ✓<br>✓<br>✓                          | ✓<br>✓<br>✓                     |                                |

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|-----------------------------------|--|--|--|----------------------------|
| <p><b>OTHER REQUIRE-MENTS</b></p> | <ul style="list-style-type: none"> <li>• A satisfactory Disclosure and Barring check will apply to this role</li> <li>• Commitment to the aims, values and GAME plans of Pilgrims Hospices and the Therapy Centres</li> <li>• Able to work the service rota and meet the needs of the services, including travel across sites when required</li> </ul> |  |  | <p>✓</p> <p>✓</p> <p>✓</p> |
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**March 2019.**

**Updated:**

**February 2020. January 2021.**