

PILGRIMS HOSPICES – JOB DESCRIPTION

Wellbeing Practitioner Team Leader

MAIN PURPOSE AND SCOPE OF THE JOB:

The role of the Wellbeing Practitioner Team Leader will be to work effectively as a member of the Wellbeing Practitioners Team, providing support to the patients and their families whilst delivering holistic care in Pilgrims Therapy Centres.

The successful candidate will be responsible for managing the Wellbeing Practitioner Team and will lead by example, role modelling high standards of practice that reflects best practice, guidelines, local policies and the core values of Pilgrims Hospices.

POSITION IN ORGANISATION

Reports to: Head of Psychosocial and Wellbeing Services
Line Manager for: Wellbeing Practitioner Team
Band: 4
Location: Cross-site within Pilgrims Therapy Centres

Job Dimensions

The Wellbeing Practitioner Team Leader is an integral part of the palliative care team. The post holder will provide planned care and education to our patients and their carers. This role plays an essential part in our Therapy Centre providing a supportive and ongoing monitoring role for our community patients and their carers. The post holder will manage and monitor the Wellbeing Practitioners as well as the volunteer element of the Therapy Centre with the support of the Head of Service and Human Resources

Clinical and Professional Responsibilities

- Undertake person centred holistic assessment in consultation with patients, carers and families identifying symptoms and needs to prescribe appropriate services to enable and empower individuals and enhance psychological, social and spiritual wellbeing.
- Work with patients and their families predominantly in the Therapy Centre, and outpatient setting to deliver aspects of a plan of palliative care.
- To conduct group activities, as required by the programmes, including relaxation techniques, diversional art and rehabilitative therapies in partnership with other staff and volunteers.
- To provide assistance with aspects of physical personal care where needed.
- To identify and provide within the level of competency, psychological support to patients and carers referring onto multi-disciplinary colleagues where required.
- To recognise and report any changes in the psychological and spiritual needs of patients
- To develop a knowledge of local health and social care resources of benefit to patients and carers.
- To maintain clear and accurate contemporaneous notes via the electronic patient management system in place within the Hospice.

- To work as part of the multi-disciplinary team supporting the team and individual patient goals, demonstrating a flexible and adaptable approach.
- Support the appropriate use of public health promotion activities within the service.
- To work within internal pathways to identify individual needs and refer to professional team members and services, making appropriate recommendations for patient care and liaising with community teams as required.
- Review and discuss care plans/goals with members of multi-disciplinary team to ensure continual quality improvement for patients and carers.
- Demonstrate understanding and clinical skills when undertaking the assessment of patients and applying process's in delivering care.
- To support the service by undertaking administrative duties including audit and participate in research which will ensure progressive service development for patients and carers.
- Apply a range of interpersonal skills in response to the different needs of patients, using listening skills and adapting communication to build a rapport with patients, families and volunteers.
- Take decisive and remedial action when faced with a complex and demanding situations to ensure the safety of patients, families and volunteers and communicates these actions with appropriate professionals to ensure continued management of patients.
- Support the team through data collection and participation in audit to develop the service and practice.
- Maintain professional development, participating in education, mandatory training and works effectively to meet personal development plan objectives and knowledge skills as set out within the competency framework.
- Contribute positively to providing an effective learning environment for students of all disciplines who are on placement at Pilgrims Hospice.
- Understand and acts in accordance with Hospice, local and national policies, standards and guidelines including NICE guidance.
- Promote the benefits of Wellbeing Programmes to all hospice patients and their families, and encourage referrals from Multidisciplinary team and external health and social care colleagues. Support promotion of services to external health and Social Care Colleagues.

Leadership and Management

- Continuously review own workload and, as delegated by the Head of Therapies and Wellbeing Services, direct other team members to ensure priorities in service provision are addressed.
- Work as an effective team member offering support, direction and guidance to team members.
- Manage therapy centre timetable across all three sites, updating rotas to ensure effective delivery of service and appropriate staffing levels and skill mix to meet the needs of the service.

- Maintain effective communication within and beyond the immediate team.
- Support senior staff with recruitment of staff and volunteers in accordance with hospice policy and procedures
- Support the induction of new staff
- Support the completion and review of annual increments and PDRs
- Offer regular 1:1s with the Wellbeing Practitioners Team
- Participate in the annual GAME planning
- Lead regular team meetings, making clear action plans and involving head of service or the wider MDT where appropriate

Measures of Success

- Achievement of a safe, effective environment in which Therapy programmes are accomplished successfully
- High levels of satisfaction from patients and relatives, low level of adverse comments or complaints
- Effective understanding and successful implementation of the Hospice's policies and procedures
- Effective understanding of the benefits gained by patients and families from the Therapy Programmes.
- Uses communication skills to maintain and provide effective and holistic patient care.
- To communicate appropriately with all members of the multidisciplinary a friendly and approachable manner at all times.
- To understand the physical and mental health needs of people who have complex and multiple health issues.
- To involve patients in all care and provide choices whenever possible to help patients maintain optimum independence and a sense of self control.
- To ensure any queries raised by patients, families and visitors are responded to in a friendly and sensitive way and directed to the appropriate professional if you are unable to address the question or resolve the issue yourself, whilst maintaining patient confidentiality and privacy at all times.
- Communicates effectively ensuring the relay to the appropriate professional any concerns or wishes expressed by the patient.
- Use ways and tools that allows you to create the necessary time needed to understand the patients' needs especially where barriers to communication exist. Such barriers may be sensory loss, cognitive loss, language barriers, challenging behaviour or combinations of all the above.

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.
- Show commitment to working as a team by working effectively with team members and the wider community.
- Take responsibility for own learning and development.
- 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.

PILGRIMS HOSPICES – PERSON SPECIFICATION

Wellbeing Practitioner Team Leader

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	Desirable	Essential
EXPERIENCE	- Recent experience working in a relevant health or social care environment - Experience working in a multidisciplinary team. - Experience of leading a small group in activities - Experience of working in Specialist Palliative Care - Previous management experience.		√ √ √	√ √ √
SKILLS/ ABILITIES	- Good communication/organisational skills - Working on own initiative with common sense approach - Experience in writing rotas - Understanding of the principles and role of a community service. - Capable of working unsupervised, able to plan and prioritise work activities. - Motivational skills both for self and others.			√ √ √ √ √ √
QUALIFICATION/ TRAINING	NVQ level 2 in diagnostic and therapeutic support or health and social care or equivalent		√	
OTHER REQUIREMENTS	- Be prepared to work across all three hospice sites as required to maintain continued delivery of service. - Car driver /owner or access to suitable transport arrangements to enable to undertake the job. - Willingness to work flexibly outside of normal working hours on occasions			√ √ √

Date Written: August 2019. **Reviewed Oct 2025**