



PILGRIMS HOSPICES – JOB DESCRIPTION

Lead Social Worker

MAIN PURPOSE AND SCOPE OF THE JOB:

The main purpose of the Lead Social Worker role is to ensure the delivery of high quality palliative care social work services across the organisation through effective leadership, including operational responsibility for safeguarding across clinical services. The role will provide strong professional role modelling and leadership across all areas of hospice services, with both strategic and operational influence, will be central to the design and delivery of services and contribute to the continuous improvement of evidence-based practice in relation to holistic psychosocial care and support for hospice patients and families, and operational safeguarding across clinical services.

The role has the potential for hybrid working, however the post holder is required to travel across all organisational sites in order to be able to effectively undertake the role.

POSITION IN ORGANISATION

Reports to: Head of Psychosocial & Bereavement Services

Responsible for: Social Work Team

DUTIES AND KEY RESPONSIBILITIES

- Provide leadership, co-ordination, management, and development of the social work team across all organisation sites, enabling efficient working and effective delivery of high-quality palliative psycho-social care, support and intervention.
- To act as operational safeguarding lead (adults and children) including Mental capacity Act (MCA) and Deprivation of Liberty Safeguards (DoLS), providing advice and guidance to colleagues
- Oversee the planning and allocation of the social work resource to meet service needs, ensure social work services are delivered in an efficient, effective and equitable way across the organisation.
- Undertake direct social work practice with patients and families where required to maintain service delivery.
- Utilise the social work team's expertise to contribute and improve systems and processes that support practice to promote continual improvement in practice standards, improving outcomes for palliative patients and their families.
- Lead and support the social work team in their continual review, evaluation and development of social work and wider psychosocial services.
- Manage appropriately staff sickness absence, annual leave ensuring adequate cross site cover where required.
- Facilitate regular 121 and team meetings, undertaking annual Performance Development Reviews and deal with capability, grievance and disciplinary issues as they arise, with the support of HR
- Act as an expert resource to other professionals, both internally and externally, on specialist psychosocial care including safeguarding issues.
- Take responsibility for/ lead on specific areas related to the role e.g. audit, education and mentoring of staff regarding social work interventions and safeguarding.
- Contribute to and manage related quality assurance measures ensuring good practice is being disseminated across the organisation.

- Follow through on any issues arising from quality assurance activities ensuring appropriate action is taken and lessons are learnt, including lessons from serious cases reviews, and that these are embedded in practice.
- Provide professional supervision within the psychosocial team, and safeguarding supervision to staff where appropriate or ensure that supervision arrangements are in place to meet the requirements of Accrediting Bodies.
- Work collaboratively to ensure safeguarding is promoted as being everyone's responsibility across the whole organisation
- Lead on the delivery of Level 3 Safeguarding and MCA/DoLS education & training to all clinical teams, and contribute to wider education and training programmes of psychosocial assessment and interventions, both internally and externally.
- Work collaboratively with frontline and senior clinicians/managers providing support with regard to the implementation of new initiatives.
- Work in partnership with external agencies and stakeholders forging strong working relationships to support the continued development and improvement of practice and service delivery.
- Represent the social work team at Organisational level, facilitating communication between the social work team and the Senior Leadership and clinical teams
- Contribute to or lead on appropriate policy review and development.
- Co-ordinate opportunities for student placements within the social work team.
- Develop own professional role and practice ensuring regular professional supervision is established and CPD requirements are met
- Adhere to and ensure adherence to appropriate professional codes of conduct and CPD requirements for professional social 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.

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: June 2026

PILGRIMS HOSPICES – PERSON SPECIFICATION

Lead Social Worker

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/ Desirable E
EXPERIENCE	Extensive knowledge and applied experience of safeguarding adults & children, the Mental capacity Act and Deprivation of Liberty Safeguards (DoLS), including leading or supporting safeguarding investigations	✓	✓	E
	Experience in multidisciplinary team working or the ability to adapt to multidisciplinary team working	✓	✓	E
	Previous palliative care experience	✓	✓	D
	Experience of working with families	✓	✓	E
	Experience in dealing with multiple loss	✓	✓	E
	Experience of formal and informal teaching	✓	✓	E
	Experience of leading and supporting health or social care professionals	✓	✓	D
	Experience of change management	✓	✓	D
SKILLS/ ABILITIES	Excellent communication skills, in respect of both clients and colleagues	✓	✓	E
	Effective facilitation skills to support education of others	✓	✓	D
	Understanding of the benefits of clinical supervision and ability to supervise others where appropriately qualified	✓	✓	E

Pilgrims Hospices: Psychosocial Services – Lead Social Worker

KNOWLEDGE	• Up-to-date knowledge of social care legislation • An understanding of hospice and palliative care philosophy and current issues • An understanding and appreciation of the benefits of psychological interventions and care	✓	✓	E
		✓	✓	D
		✓	✓	E
QUALIFICATION/ TRAINING	• Appropriate qualification, e.g. CQSW, Dip.SW, Degree in Social Work • Social Work England Registration • Evidence of safeguarding level 4 training and experience delivery safeguarding (level 3) training	✓		E
		✓		E
		✓	✓	E
OTHER REQUIREMENTS	• Access to own transport	✓	✓	E