

East Anglia Children's Hospices - EACH

Job Description



Job Title: Head of Wellbeing and Spiritual Care

Responsible to: Director of Care

Directorate: Care

Job Summary:

As the Head of Wellbeing and Spiritual Care, you will play a pivotal role in enhancing the holistic care and support provided to children and their families within our hospices.

With a strategic focus on developing and implementing a comprehensive wellbeing strategy, you will lead initiatives aimed at fostering emotional, and spiritual wellbeing across all three sites.

The role will manage all wellbeing services via the Locality wellbeing leads on each site at Norfolk, Suffolk and Cambridge, based in one hospice but with a regular presence in all 3

Professionally qualified therapists will be supported to continue direct clinical work at EACH and maintain their registration

Responsibilities

- Overall management of all wellbeing and spiritual care services at each including staff and budgets via the locality wellbeing leads and accountable Directly to the Director of care.
- Work collaboratively with Head of Nursing, Head of Performance and delivery and the business development manager to be part of the each senior leadership team.
- Responsibility for developing a Wellbeing Strategy and Vision:
 - Lead the development of a wellbeing strategy and vision tailored to the unique needs of children and families served by the hospices.
 - Collaborate with stakeholders to ensure alignment of the strategy with organizational goals and values.
 - Using recent reviews Identify key areas of focus and measurable outcomes to guide the implementation and evaluation of the strategy.

- Develop manageable processes to enhance efficiency and effectiveness providing more time to undertake roles.
- Consider the use of external 'wellbeing centres' to host therapeutic sessions, to provide choice in place of care and room capacity within the hospice buildings.
- Develop and enhance the collection of impact assessment data and fully evaluate any change and transformation as part of the care quality and performance reporting
- Implementation and oversight:
 - Oversee the implementation of the wellbeing strategy across all three sites, ensuring consistency and effectiveness of initiatives.
 - Provide guidance and support to staff members involved in delivering wellbeing programs and services.
 - Monitor and evaluate the impact of interventions, making adjustments as necessary to optimize outcomes.
 - Provide Line Management and ensure clinical supervision to Locality Wellbeing Team Leads
 - Responsible for identifying continuing professional development needs, ensuring access to educational resource.
 - Ensure the required need for contracting with clients when commencing therapeutic sessions and manage teams capacity by evaluation of meeting attendance and caseload expectations.
 - To be responsible for overseeing implementation of a range of emotional/psychological/therapeutic interventions delivered by the wellbeing team practitioners for individuals, carers, families and groups
 - To evaluate and support wellbeing practitioners to make decisions about options for therapeutic interventions taking into account both theoretical and therapeutic models and highly complex factors concerning historical and developmental processes that have shaped the individual, family, carers or group
 - To ensure wellbeing team professionals provide advice, guidance and consultation (as appropriate to their training/profession), to other professionals and contribute directly to clinical formulation and multidisciplinary care plans for children and their families/carers.
 - To ensure the wellbeing team practitioners contribute directly and indirectly to a psychologically based framework of understanding and care to the benefit of all clients of service, across all settings and agencies serving the client group (health, education, social care and third sector organisations), with particular responsibility to consult to nursing colleagues in the hospice.
 - To ensure that wellbeing team practitioners undertake risk assessment and risk management for individual clients and provide advice to other professions on psychological aspects of risk assessment and risk management and make appropriate onward referrals to mental health services when necessary.
 - To ensure that wellbeing practitioners practice within their competencies and maintain professional registration as appropriate.
 - To ensure appropriate systems for the clinical and professional supervision of qualified and unqualified members of the wellbeing teams.
- Partnership development:

- Establish partnerships with external organizations, community groups, and healthcare providers to enhance wellbeing support services.
- Collaborate with local spiritual leaders and counsellors to integrate spiritual care into the overall wellbeing framework.
- Foster a network of support for families beyond the hospice setting, facilitating access to resources and expertise.
- Staff training and development: -
 - Develop training programs to equip staff members with the skills and knowledge necessary to support the wellbeing of children and families.
 - Provide ongoing education and professional development opportunities related to wellbeing and spiritual care.
- Promoting a culture of wellbeing:
 - Cultivate a culture of wellbeing within the hospice environment, emphasizing the importance of self-care and resilience among staff members.
 - Advocate for the integration of wellbeing principles into organizational policies and practices.
 - Oversee provision / provide staff support for ALL EACH employees
- Utilizing outputs from recent Wellbeing Review:
 - Review and analyse findings from recent wellbeing reviews to inform the development of the strategy and identify areas for improvement.
 - Incorporate recommendations and insights from the review process into the ongoing enhancement of wellbeing initiatives.
 - Contribute to the development, evaluation and monitoring of the wellbeing team's operational policies and services, through the deployment of skills in research, service evaluation and audit.
 - Utilise theory, evidence-based literature and research to support evidence based practice in the wellbeing service.
 - Contribute to the identification, management and reduction of risk in the area of responsibility.
 - Ensure day to day practice reflects the highest standards of governance, clinical effectiveness, safety and patient experience.
 - Ensure monitoring of quality and compliance with standards is demonstrable within the service on an on-going basis
 - Maintain up to date knowledge of legislation, national and local policies and issues in relation to both the specific client group and mental health.
 - Comply with the Professional Codes of Conduct and to be aware of changes in these.
 - Advise both service and professional management on those aspects of the service where psychological and/or organisational matters need addressing.
 - Work autonomously within professional guidelines and exercise responsibility for the systematic governance of therapies practiced by members of the wellbeing service (e.g. counsellors, art therapists, music therapists, health play specialists and chaplains)
 - Ensure that systems are in place and working effectively for the clinical supervision and support of all members of the wellbeing service.
 - Provide a lead role in developing responsive clinical referral pathways.

This job description is not exhaustive and may be amended as necessary. It is intended as a guide to the duties and responsibilities of the post.

General requirements

- Maintain confidentiality in all areas of work at EACH.
- Ensure that your conduct within and outside EACH does not conflict with organisational expectations.
- Actively support and promote EACH and all its policies.
- Promote the safeguarding and welfare of children, young people and vulnerable adults at risk.
- Ensure an awareness and observation of Fire and Health and Safety Regulations.
- Ensure the respect, dignity and rights to privacy of children, young people and their families as far as possible.
- Ensure personal conduct within and outside EACH does not conflict with professional expectations.
- Take responsibility for their continuing professional development.
- Attend staff meetings and training as required.
- Participate in supervision sessions and appraisals with the line manager

EACH - Values

Empathy and understanding

Understanding the view and feelings of others is central to our work relationships and how we interact daily

Commitment to quality

We consistently employ our best efforts and strive for the highest standards in everything that we do, always looking for ways to improve

Open and respectful

We operate in an honest and participative way. Welcoming constructive feedback and different views, we understand the power of words and behaviour and hold ourselves accountable for maintaining a positive and considerate work environment

Make it happen

We are empowered to and take responsibility for getting things done

Additional Points of Reference

This job description reflects the present requirements of the post. As duties and responsibilities change and develop, the job description will be reviewed and is subject to amendment in consultation with the post holder.

The management and clinical philosophy of EACH is based on a multi-disciplinary approach. Staff regardless of grade or discipline are required to participate according to this concept. All staff must be sympathetic to, and able to project the philosophy and concept of hospice care.

The role of volunteers is integral with the work of EACH, and paid staff are required to underpin this in their attitude and actions.

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Person Specification



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	Essential	Desirable
Knowledge/ Training	<ul style="list-style-type: none"> Professionally registered in a relevant clinical field eg Psychology, Nursing, Social Work, Counselling experience of leadership in Spiritual Care. Knowledge of Paediatric Palliative Care, grief support, and spiritual care practices. Understanding of the unique needs and challenges faced by children with life-limiting conditions and their families. Knowledge of NICE and other national guidelines on children's palliative and end of life care. Knowledge of NICE and other national guidelines on psychological therapies and spiritual care. Good understanding of other professionals' theoretical perspectives of this client group. Knowledge of legislation in relation to the client group and setting, and its implication for both clinical practice and professional management. Evidence of Continuing Professional Development. Knowledge of the theory and practice of psychological/emotional and spiritual wellbeing therapies and holistic assessment methodologies. Knowledge of theory and practice in outcome and experience 	<ul style="list-style-type: none"> Advanced degree in a relevant field. Training in supervision of psychological/counselling/wellbeing professionals. Training in management Knowledge of a range of therapeutic models, including CBT and Systemic Family Therapy Understanding of the spiritual needs of diverse communities. Knowledge of models of working with diversity / social differences (ethnicity, culture, spirituality, etc.) Knowledge of the professional skills, theoretical models and roles of art therapists, music therapists, counsellors, health play specialists and chaplains in a children's hospice context. Understanding of the principles and ethics of children's palliative care.

	measurement.	
Experience	<ul style="list-style-type: none"> • Proven experience in developing and implementing wellbeing strategies within healthcare or social service settings. • Experience of managing staff. • Experience of working within multidisciplinary teams. • Experience of maintaining a high degree of professionalism in the face of highly emotive and distressing problems. • Experience of teaching, training and/or professional and clinical supervision. • Experience of professional management of qualified and pre-qualified therapists in own area of therapeutic expertise • Experience of multiagency and partnership working. • Proven experience of compassionate management of high levels of distress from clients and professionals. 	<ul style="list-style-type: none"> • Experience of working in hospice settings / children's palliative care services. • Experience of working in bereavement services. • Experience of leading/managing multidisciplinary teams/services. • Experience of leading counselling / psychological therapies teams. • Experience of working within a multicultural framework. • Experience of working therapeutically with the families of children with life-threatening conditions. • Experience of representing psychological/wellbeing professions within the context of multi-disciplinary care. • Experience of staff recruitment, performance management, appraisal, job review and service design consultation processes. • Experience of leading on experience and outcome measurement in psychotherapeutic/emotional and wellbeing services. • Experience of patient / public involvement projects. • Experience of undertaking service development and quality improvement projects. • Experience of developing/reviewing service policies, procedures and pathways. • Experience of leading strategic development including engagement and

		<p>collaborative working / co-production with key stakeholders.</p> <ul style="list-style-type: none"> • Experience of managing volunteers.
Skills & Abilities	<ul style="list-style-type: none"> • Strong leadership and interpersonal skills, with the ability to inspire and motivate teams. • Excellent communication skills, able to communicate effectively, verbally and in writing complex, highly technical and/or clinically sensitive information including contentious and highly distressing information to service users, their families carers and other professional colleagues. • Highly developed skills and expertise in containing and working with organisational and interpersonal stress. • Ability to form good working relationships with other professionals at all levels. 	
Other Requirements	<ul style="list-style-type: none"> • Ability to exercise appropriate levels of self-care and to monitor own state, recognising when it is necessary to take active steps to maintain fitness to practice. • Good organisational skills • Motivated towards personal and professional development with a strong CPD record. • Ability to identify, provide and promote appropriate means of support to carers and staff exposed to highly distressing situations and severely challenging behaviours. • Ability to develop and use complex multi-media materials for presentations in public, professional and academic settings. • Commitment to reducing health inequalities, enabling access to 	<ul style="list-style-type: none"> • Commitment to the evaluation of services, enthusiasm for both multi-professional and uni professional audit, and a wish to continue to develop expertise in palliative care.

	wellbeing services for underserved populations and ensuring equity of access to wellbeing services for all bereaved families and all babies, children and young people with palliative care needs and their families.	
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