

POSITION DESCRIPTION

Position Title:	FAMILY SUPPORT WORKER		
Industrial Instrument:	Eastern Palliative Care Association Incorporated Allied Health Employees Enterprise Agreement 2020	Department:	Allied Health
Responsible To:	Family Support Consultant	Hours of Duty:	As per contract
Performance Appraisal:	Regularly during the first six months and then annually at the anniversary of commencement		Page 1 of 5

Eastern Palliative Care Assoc. Inc. (EPC) delivers home-based care services to the eastern region of the Greater Melbourne area.

All staff and volunteers of EPC must demonstrate a commitment to our Code of Ethics, Code of Conduct and a willingness to work within the organisational Vision, Mission and Values.

Our Mission: *EPC is privileged to care for and accompany the dying person and their caregivers in the final phase of life, upholding their dignity and respecting their spiritual, physical, emotional, cultural and social needs. Our care continues in the bereavement services that we offer caregivers and families.*

Our Values:

Compassion - *Empathy for others in their end of life experience by listening, accepting and actively responding to their needs*

Dignity - *Upholding the unique personality, situation and choices of people, valuing their lives in the face of death, and respecting their rights*

Excellence - *Delivering evidence based quality care, underpinned by ethical practice, research and leadership*

Empowerment - *Building trust with people, that puts them at the centre of decision-making and enables control and choices*

Equity and Access: *EPC is committed to equal opportunity, social justice, cultural diversity and social inclusion in community based palliative care. We recognise the value of diversity amongst staff and clients and we aim to create an inclusive work and health care environment free from discrimination and harassment. We also respect that different cultures, rights and practices exist within the community.*

FAMILY SUPPORT WORKER

The Family Support Worker provides psycho-social support and spiritual care to clients and those involved in their care within an interdisciplinary team model.

Usual working hours Monday to Friday, however, occasional on-call may be required. Clinical supervision is provided by the Family Support Consultant.

Essential Education Qualifications/Competencies:

- Tertiary Qualification within the field of Social Work, Psychology or Pastoral Care/Theology with two completed units of Clinical Pastoral Education
- Eligibility for membership of, or registration by, relevant professional bodies (see appendix)
- Current knowledge of loss grief and bereavement issues
- Well-developed interpersonal and written communication skills
- Moderate Computer literacy (Microsoft suite)
- Current Victorian driver's licence, good driving record and willingness to use own vehicle in accordance with EPC Policy and Process
- Police Check and Working With Children Check

Eligibility for membership or registration with relevant professional bodies, as follows respectively:

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- Australian Association of Social Workers (AASW)
- AHPRA
- Psychologists Registration Board of Victoria (registered as a psychologist)
- Australian Psychological Society (APS)
- Association for Supervised Pastoral Education in Australia (ASPEA)

Desirable Qualifications/Competencies:

- Ability to work with a high level of independence and autonomy
- High level organisation and time management skills
- Previous experience in palliative care or community health setting ☑ Group facilitation skills.

Key Results Areas:

1. Commitment to quality, continuous improvement, occupational health & safety and risk management.
2. Ability to conduct psycho-social-spiritual assessment, intervention, planning and evaluation.
3. Provide Counselling to meet the needs of clients and their carers/families.
4. Manage group facilitation and client advocacy.
5. Participate in, and contribute to, the interdisciplinary team.
6. Use culturally appropriate intervention strategies for Culturally and Linguistically Diverse clients (CALD).

Key Result Area 1	Demonstrates a commitment to quality, continuous improvement, occupational health and safety and risk management
Key Result Indicators	<ol style="list-style-type: none"> 1.1 Take responsibility for own health and safety and that of others who may be affected by workplace conduct. 1.2 Ensure that all hazardous conditions, injuries and near misses are reported immediately to the Quality Coordinator. 1.3 Participate in meetings, training and other health and safety activities, and completes all mandatory competencies as deemed necessary by EPC. 1.4 Foster and collaborate in the development and achievement of best practice and quality processes. 1.5 Identify further training requirements within the Team
Key Result Area 2	Ability to conduct psycho-social- spiritual assessment, planning, intervention and evaluation
Key Result Indicators	<ol style="list-style-type: none"> 2.1 Conduct psycho-social-spiritual assessments of palliative clients and those involved in their care 2.2 Assist clients, and their care providers, to identify their ongoing care needs and develop interventions to meet these needs

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	<p>2.3 Ability to provide, or source, culturally appropriate religious support, ritual and worship when needed</p> <p>2.4 Ability to introduce and facilitate discussions regarding all aspects of Advanced Care Planning, while discerning individual, family and cultural sensitivities</p> <p>2.5 Ability to advocate on behalf of clients, carers / families in a broad range of settings, including discharge planning</p> <p>2.6 Refer clients and their care providers to programs within EPC, and facilitate referrals to relevant external service providers as needed.</p> <p>2.7 Conduct psycho-social-spiritual assessments of bereaved clients, identifying client resources and risk factors, to determine the level of follow up required.</p> <p>2.8 Participate and contribute to the interdisciplinary client review meetings and handover.</p>
Key Result Area 3	Counselling to meet the needs of clients and those involved in their care
Key Result Indicators	<p>3.1 Provide opportunities to explore issues and emotions, in relation to the current circumstances, with a view to increasing awareness and building capacity.</p> <p>3.2 Invite spiritual exploration and works respectfully with what is sacred to the individual.</p> <p>3.3 Facilitate problem solving and the development of coping strategies.</p> <p>3.4 Refer clients to relevant health professionals and other specialist services as needed.</p> <p>3.5 Provide education about normal grief processes and assesses individual/family functioning within the context of current bereavement theories</p> <p>3.6 Provide counselling in both the palliative and bereavement phases of care.</p>
Key Result Area 4	Manage group facilitation, mediation and conflict resolution
Key Result Indicators	<p>4.1 Willingness to co-facilitate and evaluate group programs.</p> <p>4.2 Facilitate family meetings and attends discharge planning meetings as needed.</p> <p>4.3 Demonstrated skills in mediation and conflict resolution.</p>
Key Result Area 5	Participate in, and contribute to, the interdisciplinary team
Key Result Indicators	<p>5.1 Demonstrate ability to communicate clearly with colleagues, both verbally and via the PalCare record.</p> <p>5.2 Willingness to share knowledge, resources and expertise within the Team and undertake joint visits with colleagues as needed.</p> <p>5.3 Respond to immediate issues in relation to clients when colleagues are not available.</p> <p>5.4 Demonstrate ability to respond to other Team members need for emotional support, debriefing and feedback on an informal basis.</p> <p>5.5 Provide support and encouragement of self-care practices within the Team.</p> <p>5.6 Accept responsibility for planning various activities and leading the Reflection on Team Day along with other colleagues.</p>

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	5.7 Positively contribute to the maintenance of an environment that promotes integrity, respect, safety and security for all individuals within the Team and wider organisation.
Key Result Area 6	Use culturally appropriate intervention strategies for Culturally and Linguistically Diverse clients (CALD)
Key Result Indicators	<p>6.1 Demonstrate an ability to work respectfully with people from all cultures.</p> <p>6.2 Demonstrate awareness of the relationship between culture, beliefs and health-seeking behaviour.</p> <p>6.3 Develop effective working relationships with CALD service providers and community groups, and make referrals as appropriate.</p> <p>6.4 Demonstrate knowledge of culturally appropriate resources and how to access them.</p> <p>6.5 Demonstrate ability to work effectively with interpreter services.</p>
Key Result Area 7	Effective and efficient management of own workload to include indirect activities
Key Result Indicators	<p>7.1 Complete clinical records in a timely, professional manner that meets statistical reporting requirements.</p> <p>7.2 Recognise opportunities for the development of research and quality initiatives including new service programs.</p> <p>7.3 Actively participate in supporting internal and external committees.</p> <p>7.4 Contribute to the regular revision of written resource material.</p> <p>7.5 Accept responsibility for the supervision of tertiary students as delegated by the Family Support Consultant.</p> <p>7.6 Able to review own work performance, identify learning needs and access opportunities for development via performance appraisals</p> <p>7.7 Willingness to contribute to own professional development via individual and group supervision, Team Days, Forums and other training opportunities</p> <p>7.8 Effective and efficient management of own workload inclusive of indirect activities.</p> <p>7.9 Other duties as directed</p>
Agreement:	I have read, understood and agree to comply with this job description.
	Name:
	Signature:
	Date:

Date Reviewed: March 2018

Industrial Instrument Updated: February 2021