#### JOB DESCRIPTION

**Job Title:** Carer Health and Well Being Facilitator

**Grade:** Agenda for Change Band 6

**Reports to:** Nurse Manager

**Responsible to:** Director of Nursing and Clinical Care

**Hours of work**: 22.5 (flexible to meet the needs of the service)

**Duration:** Fixed Term until 31st March 2024

This role is funded through the Department of Health Cancer Charities Fund which is administered by the Community Foundation, Northern Ireland

**ROLE**

The role of the Carer Health and Well Being Facilitator is to:

* Deliver a Carers Health and Well Being Support Programme to individuals, groups and carer networks across the North West.
* Provide assessment, information and guidance for adults who look after a relative or friend who could not manage without their help. This will include elements of nursing advice and support where appropriate.
* Work collaboratively with stakeholders and raise the profile of the service in the local area, in order to strengthen community resilience and capacity.

The postholder will be required to work in partnership with colleagues in the various hospice service areas, as well as GPs and other health care professionals. They will undertake holistic assessments of patients/carers and co-produce bespoke wellbeing plans that focus on addressing health and wellbeing needs with a view to:

* Increasing the knowledge base of the carer to enable quality care
* Enable a holistic and personalised approach to care.
* Improve the quality of life experience for both patient/carer
* Reduce pressure on the patient, carers and the relevant statutory services

The Carer Health and Well Being Facilitator will place carers at the heart of everything they do, by listening and working together with carers and their partners to achieve the best possible outcomes.

**SCOPE**

Foyle Hospice provides specialist palliative care services to patients, and their families and carers across the Northern Sector of the Western Health and Social Care Trust (WHSCT). These include its 9-bedded inpatient unit, 3-day/week Day Hospice/Integrative Care Clinic and through the Community Specialist Palliative Care team who provide specialist palliative care services in the patient’s own home.

The organisation recognises the contribution of carers but also understands the impact of social, emotional, economic and cultural factors on health and well-being. Community connections are so important for improving health and wellbeing, self-care and self-management of those who are living with or caring from someone with life limiting illness.

We want to build on knowledge of the lived experience by offering relevant and high-quality support to carers, by taking a holistic approach to an individual’s health and wellbeing, connecting people to local groups and networks to create a menu of assets to link individuals to as part of their wellbeing plan.

**MAIN RESPONSIBILITIES**

* The post holder will operate with a large degree of autonomy and professional judgement, maintaining and managing their own workload generated by the multi-dimensional needs of the service;
* Carry out and complete quality assessments of carers’ needs either via telephone or face to face;
* Provide service users with information and guidance, wellbeing support, access to peer support opportunities, a listening ear and a link into relevant services;
* Undertake reviews with carers following the implementation of the wellbeing plan;
* Accurate timely record keeping as per NMC guidance on both in house and designated database systems
* Provide a personalised service for and with Carers based on the principles of trust, respect, and dignity;
* Provide information, guidance, emotional and practical support that responds to identified need;
* Promote the principles of the 5 Steps to wellbeing across all networks and proactively identify carers through partnership working, outreach, community connections and networking;
* Maintain up to date knowledge within nursing and the wellbeing of carers ensuring best practice when working with Carers;
* Understand the local and national carer landscape and engage with relevant partners as and when the opportunity arises with a view to improving services;
* Work collaboratively with colleagues in Foyle Hospice, Western Health and Social Care Trust and Voluntary Sector partners to enhance and provide a seamless service;
* Identify opportunities and deliver education/training activities eg. workshops, conferences and/or information sessions focused on ways to enhance and improve carer support;
* Coordinating and facilitating Carers Groups to include focus on Pamper Days, Fatigue Management and Wellbeing and Relaxation;
* Evidence the impact of support given to Carers through recording their views and any suggestions on their experiences;
* Use a range of outcome-based tools to evidence your work, identify gaps in provision and support continuous service development.
* Participate in the review and update of relevant policies and procedures in collaboration with the Senior Management Team and Board of Trustees;
* Active participation in service development of the service;
* Present verbal and written reports/papers as required;
* Appropriate and flexible approach to working hours in order to meet the needs of the service;
* Work collaboratively with the multi-professional staff meeting regularly with team leads, attends departmental/unit and staff meetings to gain oversight of day-to-day work and provide guidance as required;
* Anticipate and respond to challenges/needs of the service, taking steps to resolve issues as they arise involving appropriate colleagues;
* Produce presentations/reports relating to service delivery, as well as communicate, negotiate, motivate and encourage close working relationships within a wide range of staff across the organisation.

**Professional Development**

* Maintain active registration and revalidation with the NMC and act in accordance with their standards and policy requirements;
* Maintain own professional development, and CPD log, as required by the NMC;
* Maintain an interest in and be aware of the current research and developments in nursing and in the wider disciplines;
* Active participation in Foyle Hospice’s supervision and annual appraisal systems, including the creation of own personal development plan.

### Systems, Equipment and Machinery

* Use of IT systems including Microsoft Office to include Outlook, PowerPoint, Excel, and patient management software, e.g. iCare system;
* Compliance with Foyle Hospice policies and guidelines.

**Dealing with Challenges and Complexities**

* Ensuring time to safeguard own health and safety and that of colleagues, patients and carers;
* Ensure compliance with safeguarding vulnerable adults and children policies;
* Occasional extensive travel or to attend meetings regionally, nationally and internationally, which may involve long working days.

**Communications and Relationships**

This post relies on working closely with a wide range of individuals including staff, stakeholders, volunteers and the public, in particular:

* Patients, carers and their families.
* Colleagues within Foyle Hospice.
* The Chief Executive and Senior Management Team.
* Multi-professional staff working both directly and indirectly with Foyle Hospice e.g. WHSCT, Ulster, Magee and Queens Universities, voluntary and statutory organisations.
* Regulatory bodies e.g. RQIA, NMC.
* External stakeholders including patient and public user involvement forums.
* Representation of Foyle Hospice at regional, national and international meetings, conferences or seminars.

**ADDITIONAL INFORMATION FOR EMPLOYEES**

**Conduct**

Employees must at all times abide by Foyle Hospice policies and procedures and the terms of their contract of employment. They must conduct themselves with impartiality, integrity, objectivity and honesty and maintain high standards of personal and professional accountability.

**Performance**

Employees are expected to demonstrate commitment to the Hospice by ensuring regular attendance at work and efficient completion of duties.

**Risk Management**

Employees must ensure that they comply with any risk management responsibilities specific to their post.

**Governance**

The Hospice is committed to the development and implementation of systems under governance to ensure continuous improvement in the quality of services provided. Employees will be expected to be pro-active, co-operate and work with these systems.

**Confidentiality**

Ensure good practice and compliance in relation to privacy, confidentiality and GDPR regulatory guidelines as set out by Foyle Hospice. All information concerning patients and staff must be held in the strictest confidence and may not be divulged to any unauthorized person. Social media policy must be adhered to at all times.

**Equality & Human Rights**

Employees must ensure that equality and human rights issues are addressed within the post holder’s area of responsibility.

**Health and Safety**

Employees should note that under Health & Safety at Work Legislation they are required to take all reasonable steps while at work to ensure their own health and safety and the health and safety of those who may be affected by their acts or omissions at work.

**Smoking, Alcohol & Health**

Foyle Hospice operates policies on smoking, alcohol and health.

**Environmental Cleanliness**

The Hospice promotes a culture of cleanliness and has adopted a partnership and collaborative approach that recognises cleanliness as the responsibility of everyone, cascading throughout every level of the organisation.

**Infection Prevention & Control**

The Hospice operates policies to prevent healthcare associated infections and the post holder is required to comply with all infection prevention policies, guidelines, protocols and procedures.

**Access NI Disclosure** – Foyle Hospice operates in line with the Access NI Code of Practice. Further details can be obtained from [www.accessni.gov.uk](http://www.accessni.gov.uk).

It should be noted that some posts fall within the definition of ‘Regulated Activity’. Further information on Regulated Activity can be obtained on request. Any post falling within the definition of Regulated Activity will be subject to an Access NI Enhanced Disclosure check with Barred list check.

***The duties and responsibilities outlined in the above job description are not intended to be definitive nor restrictive, and may be amended to meet the changing needs of Foyle Hospice,* following discussion with the post holder.**