

EAST LANCASHIRE HOSPICE

Registered Charity No: 1075653

Job Title:	Team Leader - Creative and Support Therapy
Accountable to:	Head of Support & Wellbeing Therapies [HoSWT]

KEY PERFORMANCE AREAS

- Work proactively as a member of the integrated Support and Wellbeing Team and wider hospice community.
- Provide day to day operational leadership and role-modelling that inspires, motivates and empowers the team.
- Take a lead in the assessment of those referred to the service to achieve individualised, high-quality programmes and individual/group sessions liaising with others involved in the persons care as necessary.
- Maintain a robust system for the review of patient needs including expectations, preferences, uptake of the service and appropriate signposting in support of the patients autonomy and independence.
- Co-ordinate and supervise the planning and delivery of therapeutic programmes that are creative, engaging, provide variety and are responsive to changing need, delegating appropriately to therapy assistants/volunteers.
- Take responsibility for ensuring the competence and confidence of team members including the provision of any necessary personal care [for example toileting/moving and handling] included as part of the intervention and support plan for those accessing the service.
- In conjunction with the HoSWT, review, develop and maintain robust systems and processes for the effective delivery of the service.
- Work with the HoSWT in the recruitment of providers to enhance the diversity of the programmes offered.
- Coordinate the day to day running of the hospice volunteer driving service.
- Collaborate with HoSWT and colleagues when necessary to support the delivery of the bathing service.
- Promote awareness and understanding of the service, actively engaging with internal departments and other services/agencies to facilitate referral, timely access and appropriate signposting to local community provision.
- Contribute to audit and actions arising as a result of feedback from patients, their families and others involved in service provision identifying good practice and areas for improvement.
- Responsible for the completion of activity information to meet local and national data set requirements and organisational reporting.

PROFESSIONAL RESPONSIBILITIES

- Maintain accurate clinical records and provide verbal feedback that is timely, focused and objective including changes/deterioration in a persons condition and/or concerns for family/carers
- Actively promote appropriate and respectful professional relationships with colleagues and other staff and maintain a highly visible and pro-active presence within the team
- Exercise good personal time management, punctuality, appearance and consistent reliable attendance
- Ensure that personal actions and conduct apply with hospice policies and procedures
- Promote independence, autonomy, choice and quality of life for people and those that matter to them
- Recognise own limitations and respond appropriately ensuring robust lines of responsibility and accountability are maintained to reduce risk to self and others.
- Act as an ambassador for the East Lancashire Hospice promoting at all times our vision which is to help everyone who comes into contact with the hospice to make the most of life. We do this by committing to our values: to care, listen, respect and work together to support people to live well until they die and support those affected by death

PERSONAL DEVELOPMENT

- Access mandatory training appropriate to the role
- Participate in the hospice appraisal system and access training opportunities to improve own knowledge/skills

- Participate in the delivery of education and training for others as appropriate to the role
- Develop an understanding of safeguarding processes, working with the wider team to protect individuals who may be vulnerable
- Identify own learning and take responsibility for enhancing own personal and professional development sourcing resources and opportunities relevant to the role

MANAGING SERVICES

- Ensure a safe environment by reporting hazards and incidents, the completion of relevant risk assessments, investigation of incidents and implementation of risk reduction measures.
- Produce and monitor staff rotas, ensuring that education and annual leave are planned efficiently, and service cover is maintained.
- Undertake delegated duties on behalf of / in the absence of the HoSWT where required.
- Maintain systems for the sourcing and organisation of therapeutic materials to achieve best value for money.
- Ensure effective use of resources supporting the department to remain within budget.
- Attend organisational /service-related meetings as deemed appropriate by the HoSWT in order to influence awareness, the use of CaST and wider hospice services.
- Ensure the organisation and delivery of the service is consistent with hospice policies and procedures.
- Where necessary, work across departments to maintain service provision and/or support own development.

MANAGING PEOPLE

- Contribute to the recruitment, induction, support and development of staff and volunteers ensuring they have the appropriate information and training to carry out their role.
- Contribute to the management of attendance as delegated by the HoSWT.
- Lead and/or contribute to the system of annual PDR and management supervision for team members.
- Ensure all staff complete mandatory and specified essential training in a timely manner.
- Maintain a working knowledge of all hospice policies and procedures relevant to the Team Leadership role.

STATUTORY DUTIES

- Ensure the security of information accessed in the course of your duties ensuring compliance with the Data Protection Act, Caldicott principles and information governance best practice guidance.
- Report any hazards or incidents in accordance with the Health Safety and Risk Management Policy and procedures.
- Comply with the East Lancashire Hospice 'no smoking' policy in all hospice premises and grounds.
- Be responsible for maintaining own vaccinations including Hepatitis B immunity (as applicable).
- Ensure that infection control measures are followed in relation to your role.
- Work at all times to safeguard the rights of individuals promoting their wellbeing and protecting those at risk from harm, acting on any concerns related to safeguarding children and adults at risk in line with policy and local guidance.
- Work at all times to respect people's individuality, rights and diversity to ensure equality

Equality and Diversity

We support an inclusive and holistic working environment and aim to empower our people to bring their authentic self to work. We are committed to this and so encourage applications from all individuals with the required skills for the role inclusive of age, disability, sex, gender reassignment, sexual orientation, pregnancy and maternity, race, colour, caste, nationality, ethnic or national origin, religion or belief, socio-economic background, trade union membership status, marriage, and civil partnerships. ELH is committed to equality of opportunity for all staff and volunteers.

WORKING HOURS

The post holder will work their hours flexibly. These will be worked according to a rota of up to any 5 days of a 7 day working week.

NOTES

This job description reflects how the post currently meets the needs of the service. Since the hospice is constantly developing and changing its services to ensure it meets the needs of the community it serves, the role and responsibilities of the post holder may change accordingly.

This job description will be reviewed annually at the annual PDR and may change as is deemed necessary.

ACCEPTANCE OF JOB DESCRIPTION

I confirm I accept the duties contained in the above job description.

PRINT NAME:

SIGNED:

DATE:

EAST LANCASHIRE HOSPICE
Person Specification

Date: 25/04/25	Post: Team Leader CaST	Recruiting Manager: H. Booth [HoSWT]		
	Criteria	Essential	Desirable	Tested By
Experience	E1 Team Leadership	E1		Application
	E2 Experience of supporting individuals with life limiting illness or disability including the delivery of personal/physical care	E2		
	E3 Experience of assessment and developing plans to ensure needs are met	E3		
	E4 Experience in the organisation and delivery of creative/ therapeutic programmes for individuals/groups	E4		
	E5 Mentoring/Supervision of others	E5		
	E6 Work within a palliative care setting		E6	
	E7 Advance Care Planning		E7	
Qualifications	Q1 Good general education including English and Maths	Q1		Application
	Q2 Qualification/Certificate in a field related to the post	Q2		
	Q3 Art therapy/ Creative/ Therapeutic Art qualification or equivalent experience		Q3	
	Q4 NVQ/Foundation degree-health/social care/promoting independence or equivalent		Q4	
	Q5 Care Certificate		Q5	
Knowledge	K1 knowledge of/passion for creative/diversional and wellbeing activities	K1		Interview
	K2 Understanding/awareness of approaches to assessment of need and planning care and support	K2		
	K3 Understanding and sensitive to the needs of individuals requiring palliative and end of life care	K3		
	K4 Knowledge of hospice services and its contribution to quality of life		K4	
	K5 Understanding of requirements for confidentiality and security of information	K5		
	K6 Practical use of clinical record systems/computer systems with the ability to search for information/resources via computer		K6	
Skills	S1 Leadership skills	S1		Interview
	S2 Excellent organisation skills significant attention to detail	S2		
	S3 Ability to lead and drive the design and planning of activities	S3		
	S4 Creative problem-solving skills and ability to manage ambiguity	S4		

	<p>S5 Ability to time manage, using prioritisation and delegation skills</p> <p>S6 High standard of written, oral and interpersonal /communication skills</p> <p>S7 Ability to interact and engage using patience and empathy</p> <p>S8 Well-developed approach to customer care with the ability to deal with conflict situations</p> <p>S9 Car driver with full UK license and access to a vehicle for work purposes (with business insurance)</p>	<p>S5</p> <p>S6</p> <p>S7</p> <p>S8</p> <p>S9</p>		S9 Application
Personal Attributes	<p>PA1 Courteous and respectful of others with the ability to interact and engage with patients and family and the wider multidisciplinary team using patience and empathy</p> <p>PA2 Self-motivated, confident and decisive with the ability to work alone and manage own time without direct supervision</p> <p>PA3 Able to recognise own limitations and pro-actively seek guidance and/or support where necessary</p> <p>PA4 Able to work as part of a rota over 7 days (occasional evening or weekends) and be flexible to meet changing service need</p> <p>PA5 Able to engage with and drive change and new ways of working</p> <p>PA6 Emotionally resilient with a good sense of humour and a genuine and non-judgemental approach to others</p>	<p>PA1</p> <p>PA2</p> <p>PA3</p> <p>PA4</p> <p>PA5</p> <p>PA6</p>		Interview