

JOB DESCRIPTION

1. JOB IDENTIFICATION

Job Title:	Bereavement Lead for Children's Services
Responsible to:	Clinical Nurse Manager
Department(s):	Palliative Care Team RHCYP
Directorate:	Women and Children's
Operating Division:	Acute
Job Reference:	135290
No of Job Holders:	1
Last Update:	2022

2. JOB PURPOSE

To lead, develop and independently manage the Bereavement Service within the Palliative Care Team speciality, responsive to the needs of families whose child is nearing the end of life or whose child has died. This role also incorporates involvement in the Child Death Review process within NHS Lothian.

To improve practice and work collaboratively across healthcare boundaries, developing and evaluating evidence-based standards, guidelines, and policies in relation to Bereavement. To interface with other professionals in the bereavement community both locally and nationally to ensure best practice.

Develop, deliver, and facilitate specialist Bereavement education and training programmes for healthcare professionals and other professional groups within Children's services to empower all staff to be able to help deliver bereavement support to families.

To implement and undertake audit and/or research activities ensuring evidence-based practice in the specialist area of Bereavement to ensure best practice and continual service review.

3. DIMENSIONS

Based within RHCYP, the post-holder will directly manage the Bereavement service provision within Children's acute and Community services and will liaise with partners and external agencies to develop, promote and deliver the required service across Lothian.

The post holder will be responsible for the development of the Bereavement service and strategy, working in partnership with RHCYP Palliative care team to embed the service within the existing structures of Children's services; engaging with multiple internal and external stakeholders to co-ordinate activities, prioritise, and balance bereavement resources and lead on service developments.

The post holder would provide bereavement care for around 45 to 50 families per annum, with this number expected to rise over time as the role develops. Children and Young people die in unexpected and expected settings such as PICU, ED, home, hospice, respite facilities as well as from many causes including trauma and suicide. Their families needed to be supported appropriately in their bereavement journey.

Staffing Responsibilities:

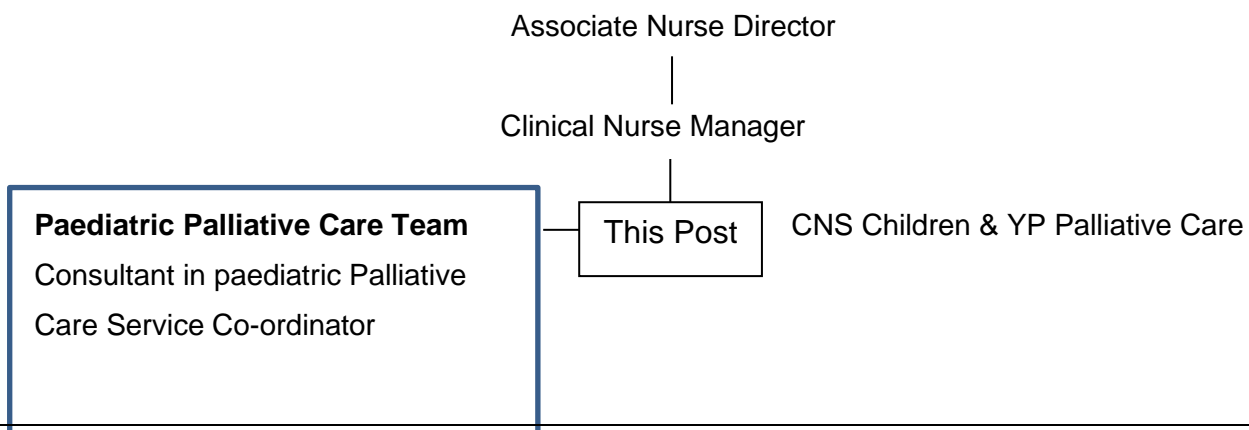
Whilst there are no direct reports the post holder will ensure the provision of and /or directly provide specialist advice on Bereavement care and support to nursing, medical, AHP staff and volunteers across a variety of acute ward and community settings within Children's services

Financial Responsibilities:

The post holder will manage a delegated budget for ordering and managing stock e.g., for memory boxes and memory making, this budget is approx. £5,000 – £10,000 per annum but may change according to demand

The post holder is employed within NHS Lothian and there may be a requirement to work flexibly across Lothian to meet service demands

4. ORGANISATIONAL POSITION



5. ROLE OF DEPARTMENT

The Royal Hospital for Children & Young People Palliative Care Team manage a caseload of patients allocated to the specialist service within both the primary and secondary care settings throughout NHS Lothian.

The Team are responsible for the assessment of Children & Young People Acute Deterioration Management (CYPADM) and Anticipatory Care Planning (ACP) needs and the delivery and maintenance of optimal care outcomes for Children & young people, and their families with life limiting/life threatening conditions and at end of life.

The Bereavement Service's remit crosses a broad range of professional and departmental boundaries with a wide range of colleagues as well as other key stakeholders out with NHS Lothian.

6. KEY RESULT AREAS

Service Development

1. Responsible for the development, implementation and review of clinical policies, guidance, and standards to enhance the quality of care and service around death and Bereavement for families within Children's services
2. Through benchmarking will lead on defining a delivered 'standard of bereavement care' for supporting families, (parents/carers siblings) for anticipatory grief, end of life, at death and follow-up
3. To communicate complex information effectively in highly emotive situations to ensure that every family who has suffered a bereavement within children's services is allocated a key worker to provide ongoing bereavement support and ensure 'Memory Making' is offered and takes place for every family, no matter if the death occurs in hours or not.
4. To develop contractual arrangements relevant to the Bereavement service such as grief and bereavement counselling for parents and family members, counselling and support for siblings, liaising with senior clinical staff, procurement, local authority partners, 3rd party providers and other associated services
5. Develop Standard Operating Procedures (SOPs) around Bereavement and monitor and ensure that these are followed by all staff working with bereaved families through staff training and education programmes
6. Ensure that all documents and information relating to Bereavement advice developed by Children's services is regularly reviewed and updated in consultation with the Palliative Team e.g., Rainbow packs
7. To provide expert advice across Children's services and NHS Lothian for staff, patients, and families on policy regarding death and end of life e.g., SUDiC (sudden unexpected death in children), suicide, and trauma.
8. Represent Children's services, and NHS Lothian on Scottish Government and other National working groups and local stakeholders regarding Bereavement services for children and young people in NHSL.
9. Be a core member of the Children's Death Review Group and actively contribute to the review of all relevant deaths and have responsibility for providing feedback to the families while supporting and encouraging them to contribute and engage in the process as directed by Healthcare Improvement Scotland
10. Manage and support staff and guide families through the consent process for hospital post mortem examination.
11. Work together in partnership with local authorities to manage and support families, linking with schools and other education establishments and social work to provide guidance and advice on available services, particularly for local authorities who may be looking to support siblings who are still at school
12. Participate in the Serious Adverse Event (SAE) review processes, be the single point of contact for families to advise, guide and support them through the whole process following the NHS Lothian SAE policy framework
13. To support NHS Lothian's values of quality, teamwork, care and compassion, dignity and respect, and openness, honesty, and responsibility through the application of appropriate behaviours and attitudes."
14. Ensure that different culture and religious beliefs and customs surrounding death are considered and ensure adequate spiritual care support is provided when supporting families and staff
15. To provide expertise, advice, and support to facilitate the effective and appropriate provision of therapeutic counselling care and support by all members of the team re support/signposting at time of death, and co-ordinate and facilitate Peer Support service for staff in debrief and after and during traumatic issues

Audit/Research

16. To establish and maintain systems of audit and evaluation to gather experience of Children and families to support an evidenced based approach to service change and meet national audit accreditation and compliance with national recommendations e.g. National Children's Hospitals Bereavement Network
17. To implement and undertake audit and/or research activities ensuring evidence-based practice in the specialist area of Bereavement and ensure that appropriate indicators of quality and performance of service delivery are developed and routinely reviewed i.e. In line with NHS responsibilities, the CDR process and Healthcare improvement Scotland
18. Liaise with the organ donation coordinator at RIE to ensure Organ retention issues are managed effectively in a sensitive manner with all national standards and guidelines implemented and legal requirements met ensuring appropriate referral are made for ongoing support for families

Training & Development

19. Develop and deliver ongoing programmes of core and specialist Bereavement education and training for a wide range of staff within Children's service, engage and facilitate further learning provision from relevant external providers.
20. Responsible for preparing and communicating updates on of the Bereavement service in either written or presentation format ensuring that Children's services Clinical Management Team are kept fully informed of any developments and its progress.

7a. EQUIPMENT AND MACHINERY

The post holder will be expected to be responsible and knowledgeable in the safe use of all clinical and non-clinical equipment used within the service ensuring this is checked and maintained and where problems are identified these resolved so that all equipment is fit for purpose.eg:

Desk PC, Laptop, Pager – ASCOM, Mobile telephone

Note: New equipment may be introduced as the organisation and technology develops, however training will be provided.

7b. SYSTEMS

The following are examples of systems which will be used when undertaking the role:

- To maintain accurate and up to date clinical records complying with patient confidentiality and provide data for core surveillance. To be responsible for recording all activity/contact on appropriate local system.
- To update and maintain a range of information databases.
- Responsible for ordering supplies e.g., supplies and equipment using PECOS system.
- To be proficient in the use of IT systems - internet/intranet including use of email.
- Risk assessments – DATIX.
- TRAK.

Note: New systems may be introduced as the organisation and technology develops, however training will be provided.

8. ASSIGNMENT AND REVIEW OF WORK

The post is largely self-directed, organising own workload in relation to specialist area of Bereavement and the demands of the service with referrals being made as per agreed service referral process.

The governance of system clinical competence is undertaken by the Clinical Nurse Manager or Professional Lead for the speciality through a portfolio of evidence.

The Post Holder will have a Professional Personal Development Plan that is reviewed annually by the delegated line manager or professional lead/delegated reviewer.

Freedom to act is guided by precedent and clearly defined National, Divisional and Local policies, protocol/procedures and codes of conduct in accordance with NMC regulations, Clinical and Staff Governance Framework and the EU Clinical Trials Directive

9. DECISIONS AND JUDGEMENTS

Given the tertiary level of many NHS Lothian services cases are complex, cover an age range of 0-18, involve multiple clinical teams locally and other NHS boards within Scotland. RHCYP is one of the Scottish Major Trauma Centres and receives trauma patients from a wide area.

They would be expected to liaise closely with Bereavement services in other areas of the country to help families navigate the bereavement journey and optimise support to them.

Adapting national policy and adopting this across the organisation, supporting and contributing multi-disciplinary discussion and decisions regarding Bereavement services. Using high level of skill and judgement when communication supporting and liaising during highly emotive and sensitive situations where families can be experiencing a high level of distress and upset

Managing Suicide, traumatic and other highly sensitive situations such as catastrophic injury, severe trauma and accidental fatalities by supporting families and referring to other specialist services including liaising with Police Scotland, ambulance service, and referrals to appropriate counselling services.

Be involved in peer support as part of the RHCYP peer support team already in place locally which provides clinical teams with group and individual staff debrief and support after significant incidents such as unexpected child death.

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

Improving and streamlining the Bereavement process for the staff, children and families within NHS Lothian including both the hospital and community services, as well as across regional boundaries.

Continued development and promotion of the role and service through challenging boundaries of the current parameters of practice, as well as working across multi-faceted organisations and with a range of stakeholders e.g., Scottish Police, Scottish Ambulance service.

Improving communications between the professions who are all involved in Bereavement care. Prioritising conflicting demands and managing unpredictable workload activity and demand, while addressing the equity and diverse needs of children and families and staff e.g., the demands of the different role dimensions: Co-ordination, managing, expert resource, professional resource.

11. COMMUNICATIONS AND RELATIONSHIPS

Communicates with expertise highly sensitive, complex information for children and families in relation to Bereavement Care.

Develops and utilise highly skilled interpersonal relationships to build trust, improve care outcomes and aid decision making and coping by staff and families.

Communicate verbally and in writing to members of the multidisciplinary team e.g.: medical, nursing and AHP staff, members of Primary and Secondary Health Care Teams e.g.: GP, Community Mental health or Learning disability Nurses, Health Visitor, School nurse, social work services e.g., social worker, Youth worker, statutory and non-statutory services e.g. Third sector organisations with the ability to express professional views within group settings and support client advocacy.

Acts as a patient /staff advocate through the application of ethical, legal and professional knowledge and skills.

Promote and develop communication skills, training for multidisciplinary specialist and generalist staff. i.e., formal /informal training to large groups, acute medical wards, ED, PCCU, Oncology, Respite Residential facility staff in addition to facilitating training with other stakeholders such as police and Scottish Ambulance services.

In consultation with staff, discuss complex Personal Performance Development and Appraisal matters in a constructive manner.

12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB

This section may vary depending on clinical area. Examples may include:

Physical:

Manual handling techniques during patient handling in the bereavement suite
Moving and setting up presentation equipment for training and teaching purposes
Keyboard skills.

Mental:

Concentration is frequently required when communicating with staff and families in highly sensitive situations and meetings
 Maintenance of precise and accurate records and report writing.
 Frequent interruptions from staff and families / team members.
 Concentration required when observing staff and family's behaviours which may be distressing and unpredictable.

Emotional:

Communicating with distressed / anxious / worried relatives and staff
 Communicating highly sensitive and complex issues with families and the multi-disciplinary team.
 Caring for relatives following receipt of bad news and supporting them in identifying realistic expectations in relation to clinical conditions.
 Communicating with and caring for parents who have reduced understanding and insight due to cognitive impairments.
 Involved in the caring of children and young people who are terminally ill.
 Motivating and supporting junior staff / colleagues in the specialist area of Bereavement care

Environmental:

Exposure to body fluids on occasion during patient handling post death.
 Potential exposure to verbal and physical aggression from children and young people relatives / other visitors.
 Working within a hospital and office environment
 Travelling to numerous sites within NHS Lothian to meet with staff and parents /families

13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

Registered Nurse Child or Adult with Post graduate diploma, specialist training, short courses in grief and bereavement or
 Educated to minimum of SCQF Level 11 in specialist area e.g. relevant degree in grief and bereavement counselling
 Evidence of management and leadership in education and training.
 Excellent highly effective communication skills.
 Effective interpersonal and influencing skills.
 Excellent team working skills
 IT skills
 Demonstrate knowledge of Bereavement pathways and national policies
 Experience of teaching and training
 Experience of undertaking audit and research
 Evidence on leading on projects, quality improvement, audit and research evidence
 Quality initiatives

14. JOB DESCRIPTION AGREEMENT

A separate job description will need to be signed off by each job holder to whom the job description applies.

Job Holder's Signature:

Head of Department Signature:

Date:

Date: