

Job Description

Job Details:	
Job Title:	Psycho-Social Services Lead
Grade:	Band 8a
Directorate:	Care Services Directorate
Reporting to:	Care Services Deputy Chief Operating Officer (CS Deputy COO)
Responsible for:	Acts as Operational Safeguarding MCA and DoLS Lead, responsible for Family Support Team (FST), Adult and Children's Social Worker team and Homeless Link Worker
Location	Dorothy House Hospice, Winsley

Job Summary / Main Purpose:

- To act as the Operational Safeguarding Lead (adults and children), including Mental Capacity Act (MCA) and Deprivation of Liberty Safeguards (DoLS) providing advice and guidance to colleagues. To provide senior leadership and operational management of the adult and children's social work team, family support team, and homeless link worker.
- This role provides visible, inclusive, compassionate leadership, coupled with effective management enabling the delivery of high-quality, safe, personalised palliative and end-of-life care.
- The Psycho-Social Lead will have extensive experience and be easily accessible to patients, families and the workforce.
- They will contribute to strategic planning, service and quality improvement, promoting best practice, professional standards in line with statutory and regulatory requirements and the values of Dorothy House Hospice.
- The Psycho-Social Lead role is a core member of the Care Services Directorate Senior Leadership Team.

Principal Duties and Responsibilities

Leadership

- Act as a visible, senior leader and role model across designated services (Safeguarding MCA & DoLS, Social work teams, Family Support Team) promoting excellence in care and professional standards and operationally manage the day to day running of these services.
- Act as the operational safeguarding lead, including MCA and DoLS lead providing advice and guidance, and supporting investigations.
- Provide support to the Named Safeguarding Lead to make sure that

DH safeguarding and MCA policies, procedures and training plans are robust, fit for purpose, reviewed and in line with DH policy review guidance, legislation and national guidelines.

- Deliver direct care including advanced assessments, support staff with complex cases and enable high standards of documentation and care planning.
- To work collaboratively with the Head of Education to make sure that internal and external training programmes reflect the needs of the workforce, patients, their families and carers.
- Deliver education across DH on safeguarding adults and children, MCA and DoLS.
- Support complex decision-making and multidisciplinary care planning.
- Lead the delivery of the Care Services Strategy and Organisational Strategy across designated services.
- Lead with integrity, role-modelling and upholding the Leadership Framework in all that you do and expect.
- Investigate any practice issues highlighted as a result of the Safeguarding Adults process and contribute to Safeguarding Adults Reviews and associated Serious Case Reviews as required.
- To have professional credibility and excellence in care, demonstrating high levels of competence across a range of settings, coupled with high levels of understanding.

Operational Management

- Plan and oversee all aspects of daily operations, relevant to your designated services.
- To demonstrate an understanding of integrated performance management and lead on this for your designated services.
- Manage and maintain appropriate staffing/workforce levels, skill mix and deployment.
- Manage allocated budgets and resources efficiently, following the principles of financial sustainability.
- Deputise for the CS Deputy COO as required and support them in delivering against agreed outcomes.
- Ensure the delivery of contracted services aligns with the service specifications and raise concerns or escalations with the Directorate and Senior Leadership Team in a timely way.
- Authority to act on urgent operational issues within agreed policies

Quality, Safety & Governance

- Lead on all aspects of clinical governance, incident management and regulatory compliance (CQC standards) for your designated services.

- Core member of Safeguarding Assurance Panel.
- Undertake regular audits and implement action plans for improvement.
- Promote a culture of learning, openness and continuous improvement.
- To work collaboratively with the Clinical Quality Lead to deliver on contractual expectations, due diligence, governance and reporting.
- Lead on delivering and upholding professional standards and practice
- Lead investigations into complaints and incidents, utilising PSIRF, embedding learning into practice and sharing across teams.
- To adhere to the Professional Standards of Social Work as specified by Social Work England.

Workforce Development

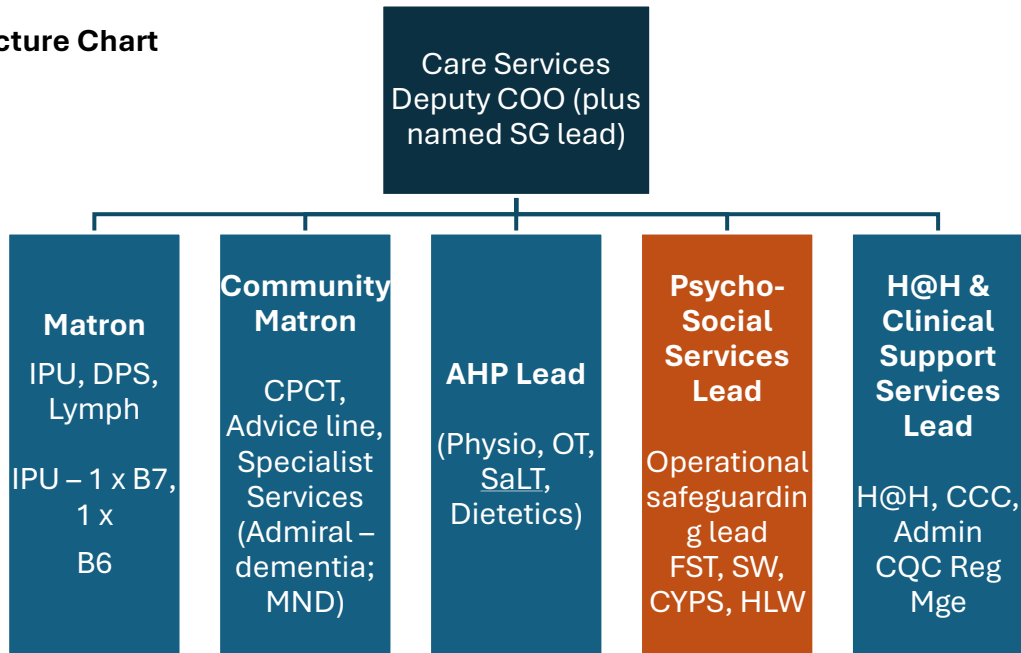
- Line-manage senior staff including personal development reviews (PDR), clinical competence, supervision and performance management.
- Identify training needs and support professional development, enabling the workforce to realise their full potential.
- Lead recruitment and retention initiatives for the designated services.
- Promote a culture of accountability, inclusivity, and continuous learning.

Service Development

- Contribute to strategic and business planning and service redesign to meet changing needs and service demands.
- Implement relevant national and local policies.
- Represent the hospice at local and regional professional forums as required.

Other

- Undertake any other duties commensurate with the role.

Structure Chart


Care Services Deputy Chief
Operating Officer

Psycho-Social Services Lead
(incl. operational safeguarding lead)

Adult & Children's Social Work Team

Family Support Team (Bereavement, Therapeutic Emotional &
Psychological Support Service, Creative Arts, Spiritual Care,
Compassionate Companions)

Homeless Link Worker

Contacts

The Psycho-Social Services Lead is a core member of the Care Services Directorate Senior Leadership Team and is expected to have close working relationships with:

- Care Services Directorate Leadership Team (COO, Medical Director, Head of Education & Research, Clinical Quality Lead)
- CSD Senior Leadership Team (Matron, Community Matron, AHP Lead, Hospice at Home & Clinical Support Services Lead, Deputy Clinical Quality Lead)
- Medical staff (Consultants, Specialty Doctor, GPST), Advanced Nurse Practitioners, Clinical Leads
- Local Authority Leads for safeguarding, social workers
- Bereaved families and carers
- Members of the multi-disciplinary team
- Volunteers working in Family Support Services and Spiritual Care
- Colleagues in Hospices both locally and nationally
- Statutory and local agencies

Special Note

This job description does not form a part of the contract of employment but indicates how that contract should be performed. The job description will be subject to amendment in the light of experience and in consultation with the post holder.

Leadership Commitment

As a People Manager at Dorothy House, you play a vital role in shaping our culture, supporting our teams, and delivering our purpose “**to empower, collaborate and deliver so that no one faces death alone**”.

As part of our Manager Role Profile, this role is identified as a “**Senior Leader**”. This means that you will commit to:

Lead Me Well:

- Keeping people focused on the bigger picture and our shared purpose.
- Make values-based decisions and expect others to do the same.
- Align leadership across teams and functions.

Support My Development and Wellbeing:

- Make time for development - not just delivery.
- Spot future leaders and support their next step.
- Own succession and pipeline conversations.

Listen to Me and Keep Me Informed:

- Share what you know - even when incomplete.

- Make time to listen deeply across your area.
- Use what you hear to guide decisions and priorities.

No Smoking Policy

Dorothy House operates a No Smoking Policy for all staff, volunteers and visitors in relation to promoting health. It applies to the Hospice premises and grounds at Winsley, all Dorothy House shops and when staff are on duty in patients homes.

Confidentiality

All of the work relating to patients, carers, donors, staff and volunteers and any other information gained are of a confidential nature and must not be communicated to other persons except in the course of duty.

Health and Safety at Work Act

It is the responsibility of all employees to ensure that the requirements of the Health and Safety at Work Act are complied with safe working practices are adhered to and that hazards are observed and reported to the appropriate office.

Safeguarding

Dorothy House is committed to promoting the wellbeing of all adults and children who use our services, ensuring that they live a life that is free from harm, abuse and neglect. We work in an open and transparent way and encourage staff, volunteers, patients and families to raise any safeguarding concerns. All staff should ensure that they are aware of their responsibilities and attend the mandatory training as required.

Person Specification

Criteria	Essential	Desirable
Professional Social Work or Health Care qualification (HCPC, NMC, Social Work England Registration) with evidence of working at or beyond master's level (MSc or equivalent experience)	X	
Substantial post-registration experience in palliative and end-of- life care (ideally within community or hospice settings), including operational management of multidisciplinary teams, services, and budgets.	X	
Extensive knowledge and applied experience of safeguarding adults and children, the Mental Capacity Act (MCA), and Deprivation of Liberty Safeguards (DoLS), including leading or supporting safeguarding investigations.	X	
Demonstrable experience in clinical governance, audit, regulatory compliance (CQC standards), and service quality improvement.	X	
Experience of working with teams providing 'family support services' (bereavement, loss, psychological and emotional support, counselling, spiritual care)	X	
Proven ability to inspire, motivate and develop staff; manage complex situations; lead through change; and	X	

promote a culture of accountability and continuous improvement.		
Experience contributing to service development, business planning, and collaborative working with internal and external partners to deliver innovation and improvement.	X	
Experience in developing and delivering education and training, particularly in safeguarding and/or palliative and end-of-life care.	X	
Demonstrates integrity, compassion, and resilience; embodies inclusive and visible leadership; committed to personalised, high-quality care and professional standards.	X	
Excellent communication, influencing, and negotiation skills, with the ability to build trust and credibility across professional boundaries.	X	
Evidence of Safeguarding Level 4 training and experience delivering safeguarding training (Level 3).		X
Knowledge of contract management and commissioning processes		X