

## South Yorkshire Chaplaincy & Listening Service

**P/T Listener – 15 hours p’week (Mon-Tues)**

**(FTE role Salary: £23,000 pro-rata; 3% contribution to auto-enrolment pension scheme; pro-rata 25 days annual leave + bank holidays)**

<b>Organisation</b>	South Yorkshire Chaplaincy and Listening Service
<b>Website</b>	<a href="http://www.sycls.co.uk">www.sycls.co.uk</a>
<b>Address</b>	Alpha House 10 Carver Street Sheffield, S1 4FS
<b>Organisation Background Information</b>	<p>We are a small, rapidly expanding, charity (CIO 1174021) whose stated objective is ‘the preservation and protection of good physical and mental health through the provision of Listening and Chaplaincy Services and confidential Pastoral Care and advice for individuals both inside and outside the workplace throughout South Yorkshire.’ At our core is the Christian ethos to care holistically for people. Essentially, we are an independent, confidential service supporting people through the challenges of life.</p> <p>We partner with organisations to support them in providing a culture and environment of holistic well-being for the people within their care; and empower local volunteers to engage with those facing life’s challenges. This means our (mostly volunteer) Listeners and Chaplains operate within a wide range of contexts: Primary and Secondary Care, Businesses, Engineering, Schools, Sports Clubs, Fire Service, working with Patients and their Families, Staff, Students, Local community. We work with organisations on an on-going basis but also respond to an organisation following a specific crisis or issue. In addition we provide training in Listening Skills and other well-being related subjects.</p> <p>Our partnership approach means emotional support is offered within a community context, not only supporting individuals, but supporting that workplace community to provide an enhanced culture of well-being.</p>
<b>Listening Service Background</b>	<p>One of the ways we partner with organisations is by providing on-site Listening Services. Our Listeners visit an organisation to provide one-to-one Listening appointments for the people within that organisation. The Listening model we use is a form of Active Reflective Listening: its focus is to enable and empower the speaker to identify and process their thoughts and feelings around a current situation or issue: sometimes processing is sufficient; other times it helps the speaker to identify a course of action they can take; or it may be preparatory for counselling or other forms of more structured support.</p> <p>Porter Valley Primary Care Network say this about our Listening Service: “This service provides support to adults within our Network with a range of life issues and/or general emotional wellbeing concerns. It enables patients to offload, share their worries and concerns, process their thoughts and either find a greater sense of wellbeing and management of their issues, or identify action they can take. It can also help determine the best way forward for a person in distress. This service has been welcomed by many of our patients and has received very positive feedback from both patients and network staff. The offer of Social prescribing has been positive in offering</p>



	<p>a service that supports the best use of clinician's time and we believe has reduced the need for GP appointments.</p> <p>The Listening staff within our network are now important members of our Network Team and work with our wider Social Prescribing Teams enabling us to share good ideas, skills, and knowledge across all our services.”</p>
--	--

<b>Project Background Information</b>	<p>The stated aim of PCNs is to “help integrate primary care with secondary and community services and bridge a gap between general practice and emerging integrated care systems.” Since the start of 2019 Practices have been grouping into local networks, sharing staff and some funding to improve patient experience and access to care.</p> <p>Social Prescribing is a system where health professionals are able to refer patients to local, non-clinical services to support their wider well-being, due partly to the recognition that many patients attend healthcare services with non-medical needs.</p> <p>SYCLS and Porter Valley Primary Care Network have been in partnership to provide a Listening Service for patients registered with the six Practices within the network.</p> <p>The Listeners are SYCLS staff who spend most of their time within the six Practices. Patients may be referred who are facing difficult life choices; experiencing anxiety or stress; trying to cope with the loss or illness of a family member or friend, experiencing relationship difficulties or lonely and needing to talk. Patients may wish to talk about work or personal issues and the Listening Service will provide a confidential space where people can talk freely.</p>
---------------------------------------	--

<b>Primary Focus of this role</b>	<p><i>Key aims and objectives</i></p> <p>To provide a Listening Service for patients of the six surgeries within the Porter Valley Primary Care Network.</p>
<b>Overview of Role</b>	<p><i>What will the job entail (briefly)</i></p> <p>Provide an on-site Listening Service at the six surgeries during Monday and Tuesday 9am – 5pm (with some Wednesdays)</p> <p>Carry out home visits when appropriate, as requested by an individual Practice.</p> <p>Treat patients with respect and dignity, giving time and focus to listen to their situations.</p> <p>Offer information on other community services, as appropriate, and be aware of issues to flag up with the clinical staff within each Practice, subject to the Practice’s confidentiality and disclosure obligations.</p> <p>Build relationships with other social prescribers in the PCN and relevant services in the community.</p> <p>Liaise with the allocated GP lead at each Practice in addition to attending one-to-one supervision with a SYCLS Project Co-ordinator.</p> <p>Record outcomes and provide regular reports.</p> <p>Attend regular SYCLS team meetings and quarterly PCN team meetings. The monthly SYCLS team meetings and supervision play a key role in feeling part of the SYCLS staff team.</p> <p>Represent SYCLS in a positive manner.</p>



	<p>Attend ongoing training, supervision and CPD events. (If the successful post-holder has relevant experience there will be the opportunity for a further ½ day p'week delivering bereavement counselling, but this is not an essential requirement of the role).</p>
<b>Listening Service</b>	<p><i>The Listening Service across the PCN will operate on the following basis:</i></p> <p>Referrals are made to the Listening Service by GPs and other clinical staff.</p> <p>Bookings are made by Practice staff and the Listeners given a session list.</p> <p>Appointments are made in hourly slots (up to 50 minutes with 10 minutes breather/contingency).</p> <p>Appointments take place in an allocated room in each Practice (or another Practice in the PCN if space is an issue) or by telephone.</p> <p>Records are kept on outcomes, safeguarding reporting and any need to break confidentiality (Listeners sign confidentiality agreements and operate in line with safeguarding and disclosure policies).</p>
<b>Expectations of Post-holder</b>	<p>This role requires an empathic approach to people in distress.</p> <ul style="list-style-type: none"> <li>• Passion for SYCLS vision and values</li> <li>• Warmth, sensitivity, compassionate and empathic listener</li> <li>• Organised approach to appointments and rotas</li> <li>• Excellent interpersonal skills with an ability to work with a wide range of people</li> <li>• Ability, and happy, to work in a small team, and independently</li> <li>• Comfortable liaising with external professionals</li> <li>• Demonstrates an understanding of appropriate behaviour in a medical environment</li> <li>• Demonstrates understanding of mental health and working with people in distress</li> <li>• A real interest and desire to support people facing a range of life challenges</li> <li>• IT savvy for professional &amp; friendly emails, occasional report writing, and limited access to Practice system.</li> <li>• (If the post-holder is interested in the additional bereavement counselling opportunity, bereavement counselling experience and relevant qualifications will be required.)</li> </ul>
<b>Additional Information</b>	<p>We are a growing charity with 14 staff and a number of off-site volunteers. This means the post-holder will be part of a small staff team, whilst working with a range of people across the six GP practices.</p> <p>This role involves working with vulnerable adults, therefore the successful candidate will need an enhanced DBS check as a final stage of the recruitment process.</p> <p>The successful candidate will complete SYCLS core training programme incorporating Essential, Applied and Advanced Listening Skills with an assessment and sign-off. Training will include Listening to People in Crisis and Safeguarding training.</p> <p>In addition to SYCLS induction, the Listener will attend an induction with the Primary Care Network.</p>



	SYCLS provide regular, ongoing, modules in project-related subjects and the Listeners will attend 2-3 SYCLS CPD days per year.
--	--

	This is initially a 1-year contract.
--	--------------------------------------

### Estimate of travel

This role is based across six GP surgeries within S11 and S7. The role therefore involves travel between venues, with occasional travel to patients' homes within the Practices' catchment areas. There will also be a requirement to attend SYCLS offices for supervision, training and team meetings.

Mileage costs incurred between surgeries (where two or more surgeries are visited on the same day) will be reimbursed, as will costs from surgery to home visits on the rare occasion these are required. The surgeries are mostly within a 1.2mile<sup>2</sup> radius with the 2 furthest surgeries 6 miles apart.

### Time Frame

Our aim is to **interview on Thursday 25<sup>th</sup> May** with a view to a speedy appointment, therefore **welcome CV applications by Friday 19<sup>th</sup> May**, stating your experience, relevant training and qualifications, and giving examples of how you meet the Post-holder expectations. Please also include a covering letter stating why you are interested in the position. These should be emailed to [roxy@sycls.co.uk](mailto:roxy@sycls.co.uk)

Interview invites will be sent out by email by close of play Monday 22<sup>nd</sup> May.

