

## **GESW Family Liaison Officer**

**Job Title: Family Liaison Officer**

**Location:** Grief Encounter SW Centre, Bristol

**Responsible to:** Director, GESW

**Responsible for:** N/A

**As required in role days:** 3 days p/w (24 hours with a X1 hour rest break per day)

**Salary:** £22,000 per annum

### **Purpose of post:**

We support bereaved children and their families to help alleviate the pain caused by the death of someone close. Our services are free, funded through the generosity of our supporters.

We are looking for an enthusiastic and empathetic Family Liaison Officer to help ensure bereaved clients receive appropriate, timely support. Daily tasks include reviewing referral forms, acting as the first point of contact for client and 3<sup>rd</sup> party referrals and enquiries, and helping managing ongoing contact with cases requiring lower level family work.

You will be required to respond to referrals to assess eligibility for Grief Encounter 'core' services (face-to-face counselling and/or groupwork ). You will need to be skilled in eliciting relevant information from referrers and/or potential service users following bereavement and balancing referral demands with service suitability. You will also be aware of other services and manage signposting. Ideally there will be some experience of conducting risk and needs based assessments, alongside Clinical Management.

Other duties include maintaining Grief Encounter resources, assisting with marketing activity and updating relevant databases (training provided) and general administration relevant to Clinical processes.

### **Successful candidates will:**

- Be educated to A-level (or equivalent) - **Essential**
- Have experience working with a diverse range of clients and stakeholders - **Essential**
- Be experienced using a Customer Relationship Management (CRM) system - **Essential**
- Be competent in the use of Microsoft Word, Excel and SharePoint (Intermediate-Advanced Level) – **Essential**
- Have experience working with diverse audiences – preferably in a public-facing role – **Essential**
- Be Able to prioritise/organise a busy and varied workload to meet work deadlines – **Essential**
- Be able to work within a team and be self-motivating – **Essential**
- Possess strong interpersonal and communication skills – **Essential**
- Have experience working for an organisation providing bereavement support services – **Desirable**

**Key Responsibilities and Duties:**

- Processing referrals and enquiries from bereaved clients and 3<sup>rd</sup> party referrers
- Ensuring all relevant paperwork is obtained and maintained for clients engaging with the service
- Promoting a positive working environment by assisting clients and referrers with questions relating to the provision of face-to-face counselling services
- Resources: Maintaining inventory and distributing Grief Encounter resources and information packs – for distribution to referrers and other stakeholders
- Working in partnership with the Assistant Clinical Counselling Manager to anchor and resource therapy events; some of which take place out of hours
- General administrative support – including responding to calls, emails, letters and online submissions from bereaved families wishing to obtain support and/or more information about the organisations and service provision(s)
- To ensure the collection, collation, interpretation and distribution of accurate data (via online CRM systems and SharePoint) so that activities can be analysed and interpreted for the purposes of funding validation, reporting and service improvement (training provided for relevant systems/processes)
- To promote and represent Grief Encounter at relevant events and meetings, alongside other staff members and volunteers, as agreed with the Senior Management Team
- To work within Grief Encounter’s management and supervision policies
- To provide guidance to external professionals in order to answer queries with an emphasis on providing effective, timely support.
- To work within all policies and procedures, including its Safeguarding, Equality and Diversity Policy, Data Protection Policy and Health & Safety Policy
- Contribute to the organisation's overall objectives through active participation in team meetings, one-to-one discussions and other activities as required

**General tasks:**

- Clinically assisting the Director and A.CCM in sifting enquiries against eligibility
- Managing and monitoring some of GESW’s stalled cases/ recommending for closure
- Managing and engaging a case load who do not need ongoing Lead Practitioner intervention
- Upkeeping records, providing written copy and helping update and maintain literature relevant to Grief Encounter
- Hold relevant and up to date Fire Safety and First Aid trainings, courses provided if necessary

**Confidentiality:**

Attention is drawn to the confidentiality aspects of this post. Matters of a confidential nature, including information relating to clients or staff must not under any circumstances be divulged to any unauthorised person.

**Communication:**

- Ensure transparent, timely and accurate reporting to CSM to keep them informed of the work.
- Keep records that facilitate communication within workforce
- Develop and maintain a professional standard in all communications and services;
- Attend meetings as appropriate.

**Charity Development:**

- Maintain and develop organisational culture, values and reputation within the project, with all stakeholders, staff, customers, suppliers, partners and regulatory/official bodies;
- Uphold, safeguarding policies and promote the organisation's values and philosophy relating particularly to ethics, integrity, corporate and social responsibility and environmentally sound policies and procedures;

**Review:**

There will a three-month probationary period, following which there will be a one-month notice period.

This job description will be reviewed as necessary to meet the needs of the service on no less than an annual basis in consultation with the post holder.

**Application:**

To apply for this post please email your CV and a Cover Letter to [sarah.newell@griefencounter.org.uk](mailto:sarah.newell@griefencounter.org.uk).