

Grief Encounter - Family Liaison Manager

Job Title: Family Liaison Manager

Location: Hybrid: Grief Encounter Central Offices/Remote

Responsible to: Clinical Operations Manager

Responsible for: Family Liaison Officers (X2)

As required in role Hours: 35hrs p/w (40 hours with a X1 hour rest break per day)

Salary: £34,000 - £37,000 per annum

About Grief Encounter:

Grief Encounter was set up in December 2003 to ensure that bereaved children and their families receive the best possible support following the death of a significant other. We deliver both local and national bereavement services, including a national helpline and online service.

Role Remit:

We are looking for an experienced, enthusiastic and empathetic Family Liaison Manager to help ensure bereaved children/young people, and families receive appropriate, timely support. Daily tasks include direct line management of X2 Family Liaison Officers, management of client allocation waiting lists, and assisting the wider Clinical Management Team with development and maintenance of clinical services and associated client access pathways.

You will be required to respond to and assist with review and progression of referrals made to assess suitability for Grief Encounter 'core' services (namely face-to-face counselling, therapeutic and peer-support groups/activities). You will need to be highly skilled in collaborative working and experienced supporting bereaved individuals. The post holder will have experience working with statutory and 3rd-sector referrers and partners, ensuring our eligibility criteria for access to Grief Encounter services is maintained. You will also have experience of conducting risk and needs based assessments, with the aid of other Clinical Management Team members.

Other duties include maintaining Grief Encounter resources, assisting with marketing activity, signposting clients to appropriate services and updating relevant CRM/CMS systems and databases (**training provided**), alongside completion of general administration relevant to Clinical processes.

Successful Candidates Will:

- Experience of engaging a range of stakeholders (young people, families, mental health providers, schools, local authority staff etc.) - **Essential**
- Experience working for a service that supports children, young people (18-25) and adults, both independently and as part of a wider family-unit. - **Essential**
- Be an experienced line manager (2+ Years) – **Essential**
- Experience working independently, and as part of a wider clinical team - **Essential**
- Experience of routine clinical outcome monitoring - **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**
- 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**
- Be educated to A-level (or equivalent) – **Essential**
- Possession of a Counselling Skills qualification (or equivalent) – **Desirable**

Key Responsibilities and Duties:

- Overseeing the work, and operations of the Family Liaison service (including line management of X2 Family Liaison Officers)
- 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
- Support with the development and the implementation of Grief Encounter's Client Access & Intake Pathway(s)
- Processing referrals and enquiries from bereaved clients and 3rd party referrers (namely statutory services/bodies)
- Maintaining Client Assessment and Counselling waiting lists (via CRM systems including SharePoint, MailChimp and Wufoo)
- Ensure assessment, risk assessment and monitoring of risk(s) for clients and families are recorded appropriately
- Ensuring all relevant paperwork is obtained and maintained for clients engaging with the service
- To act in the capacity of Safeguarding 'On-call Manager' between the hours of 09:00 and 21:00 (on a rota basis/alongside other staff).
- Promote a positive working environment by assisting clients and referrers with questions relating to the provision of face-to-face counselling services
- Resources: Maintaining inventory of, and developing Grief Encounter resources and information packs – for distribution to referrers and other stakeholders
- General administrative support – including responding to calls, emails, letters and online submissions to/from bereaved families wishing to obtain support and/or 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 will be 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:

- Recruitment, training and induction of staff and contractors
- Supporting the senior management, and other Grief Encounter teams with the development and success of key projects designed to increase the reach of and access to the service(s)
- Identify and implement your own Continuing Professional Development programme in agreement with your line manager
- Attend regular supervision and annual appraisal, identifying any relevant support and training needs and addressing these with your line manager
- Understand, promote, keep up to date and comply with all policies and procedures and guidelines of the organisation
- We would expect the post holder to have excellent communication skills and the ability to inspire and organise people
- To perform other duties as may be necessary for the development of other services and the requirements of the changing policy.

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 Clinical Operations Manager to keep them informed of progress and risk.
- Keep records that facilitate communication within workforce
- Develop and maintain a professional standard in all communications and services (external and internal)
- Attend meetings as appropriate/upon agreement with Senior Management.

Charity Development:

- Maintain and develop organisational culture, values and reputation within the project, with all stakeholders, staff, customers, suppliers, partners and regulatory/official bodies
- Ensure prompt and proactive responses to safeguarding issues and complaints, adhering to Grief Encounter's policies and procedures. This includes the undertaking and/or coordination of investigations, prompt responses to complainants or incidents and follow up locally as needed
- Support fundraising teams with information to submit tenders, applications and bids.

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.

This Job Description will be subject to review in light of changing circumstances and is not intended to be rigid or exhaustive but should be regarded as providing guidelines within which an individual operates.