

Family Liaison Officer

Job Title: Family Liaison Officer

Location: Grief Encounter Central Offices, Mill Hill Broadway

Responsible to: Clinical Operations Manager

Responsible for: N/A

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

Salary: £23,000 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 managing Assessment and Counselling waiting lists, reviewing referral forms, acting as the first point of contact for client and 3rd party referrals and enquiries.

You will be required to respond to referrals made through online forms and emails to assess eligibility for Grief Encounter 'core' services (namely face-to-face counselling). You will need to be highly skilled in decision-making and eliciting relevant information from potential service users following bereavement. You will also have experience of conducting risk and needs based assessments, with the aid of the Family Assessment Officer and Clinical Management where necessary, to determine eligibility against specific criteria.

Other duties include maintaining Grief Encounter resources, assisting with marketing activity, signposting clients to appropriate services 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
- Possess strong interpersonal and communication skills
- Have experience working for an organisation providing bereavement support services – **Desirable**

Key Responsibilities and Duties:

- Processing referrals and enquiries from bereaved clients and 3rd party referrers (namely Schools/Educational Establishments)
- Maintaining Client Assessment and Counselling waiting lists (via an online CRM and SharePoint)
- 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
- Managing Room Booking Requests from Clinicians and Central Office Staff
- 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 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:

- Assisting the Clinical Assessment Officer in sifting enquiries against eligibility criteria
- Literature creation: Providing written copy and helping to update and maintain literature relevant to Grief Encounter

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 be 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.