

JOB DESCRIPTION

JOB TITLE:	Griefftalk Advisor
DIRECTORATE:	National Services
DEPARTMENT:	Clinical Services
LOCATION:	Hybrid

We are seeking reliable Helpline advisors who will be able to commit to regular shifts throughout the year.

JOB PURPOSE

- ❖ To provide a safe and effective service to children, young people and adults.
- ❖ To deliver best practice within the service.
- ❖ To contribute to effective performance management within the service.
- ❖ To contribute to service development.

KEY RELATIONSHIPS

Internal:

- The post holder will be responsible to a Griefftalk Supervisor/Manager.
- They will work with volunteers, supervisors, and the Griefftalk manager. They will also have working relationships with Grief Encounter staff where relevant.

MAIN DUTIES AND RESPONSIBILITIES

- 1. To provide a safe and effective service to children, young people and adults.**
 - To work actively with children, young people and adults, assisting them to explore their circumstances, their feelings and the options open to them in line with Griefftalk's model of counselling.

- To assess when a child, young person or adult may be at risk and alert an on call manager to allow a fuller assessment to be made.
- To assess which resources are appropriate in response to the needs of children, young people and adults.
- To liaise with the appropriate statutory or non-statutory agencies in accordance with the wishes of the child, young person or adult as appropriate.
- To participate in supervision and ongoing training regularly in line with the organisations policies and procedures.
- To work as part of a team of GriefTalk advisors.
- To utilise GriefTalk information systems to input information for each contact with a child, young person or adult.

2. To deliver best practice within the service

- To keep up to date with developments in best practice and relevant legislation.
- To ensure the service delivery standards and procedures are maintained.
- To capture and report on information which will inform the influencing agenda as guided by the GriefTalk manager.
- To use telephone and information technology to ensure best practice within all aspects of service delivery.

3. To contribute to effective performance management within the service.

- To contribute to service improvements targets and standards as identified by the GriefTalk helpline manager.
- To comply with service standards in particular for accurate case recordings and maintenance of case records.

4. To contribute to service development

- To contribute to the evaluation and development of the GriefTalk service.
- To attend and contribute to briefings and training events as appropriate.
- To ensure service delivery is in line with the agency's diversity strategy.

RESPONSIBILITIES OF ALL STAFF

- To behave in a way that demonstrates commitment to the GriefTalk values.
- To maintain an awareness of own and other's health and safety and comply with GriefTalk's Health and Safety procedures.
- To comply with GriefTalk's Diversity and Equality policies and practices.
- To comply with all relevant GriefTalk safeguarding policies.
- To maintain and develop competence in the use of IT systems.

Any other duties required by the Line Manager commensurate with the nature of the post.

GRIEFTALK Advisor – PERSON SPECIFICATION

- Candidates should have the ability to reflect on best practice, think analytically and articulate recommendations with clarity. A social work, youth work, counselling, helpline or equivalent qualification is desirable.
- Training and/or experience in using counselling skills.
- Experience of child and adult protection issues and the assessment of risk.
- A person-centered approach and understanding of children, young people and adult's rights and best interests
- Effectively engaging and communicating with children, young people and adults.
- Providing appropriate intervention and support to the child, young person or adult during times of crisis.
- Up-to-date knowledge of child protection systems, best practice, research and legislation
- Using a range of IT systems and programs (e.g. Client database, email, MS Word and Excel)
- Working in an inclusive and anti-oppressive framework.