

JOB DESCRIPTION

Job Title:	Bereavement Support Worker
Section:	Clinical Services
Salary:	£29,500 per annum
Location/Base:	Grief Encounter Office, Mill Hill, London
Contracted hours:	40 hours with a 1 hour paid rest break per full day including evening working and occasional weekends.
Reports to:	Operations Manager (Early Help)

PURPOSE

To ensure bereaved clients receive appropriate, timely support. The role requires managing a caseload of children, young people and families that require low level bereavement support work.

Tasks include reviewing referral forms, completing administrative tasks and acting as the first point of contact for referrals and enquiries from both bereaved families and third party referrers. Supporting family programmes and volunteers.

JOB SUMMARY

- ❖ Calling bereaved families and 3rd party referrers to discuss support options and to assess eligibility for Grief Encounter services.
- ❖ Providing guidance and support to callers through calls received on the Grief Encounter support line
- ❖ Attending and supporting events with children, young people and families taking place evenings and occasional weekends.
- ❖ Supporting volunteers
- ❖ Updating client records and ensuring required documentation/forms are completed correctly.
- ❖ Holding a caseload of families, including delivering short term support programmes.
- ❖ Signposting client to appropriate (external) services.
- ❖ 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) so that activities can be analysed and interpreted for the purposes of funding validation, reporting and service improvement.
- ❖ To promote and represent Grief Encounter at relevant events and meetings as agreed with the Senior Management Team.
- ❖ To work within Grief Encounter's management and supervision policies.
- ❖ To provide guidance to external professionals to answer queries with an emphasis on providing effective, timely support.
- ❖ Work within all policies and procedures, including its Safeguarding, Equality and Diversity Policy, Data Protection Policy, and Health & Safety Policy.

MAIN DUTIES & RESPONSIBILITIES

General

- Literature creation: Providing written copy and helping to update and maintain literature relevant to Grief Encounter
- Leading on Triage meetings and helpline management to ensure appropriate support/signposting is provided to all referrals received to Grief Encounter
- Development and maintenance of a list of reputable signposting agencies/services for use by staff and Volunteers.
- 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).
- Leading and supporting resources distribution.
- Any other duties commensurate with this post.

Person Specification

Essential:

- Relevant experience of working with children, young people and families.
- Knowledge and experience of working with a diverse client base
- A good knowledge and understanding of the impact of bereavement on families; or demonstrable transferable skills in a relevant field
- Experience of meeting targets and key performance indicators
- Experience of carrying out risk assessments, in relation to the safeguarding of children and adults
- Good listening, support, and advice skills with the ability to assess the needs of callers

- Good IT skills, including confidence and experience of using data-based systems
- Experience in setting and maintaining professional boundaries
- The ability to deal with work pressures, exercise sound judgement, manage time effectively, meet deadlines, to organise and set priorities for your own work.
- Flexible to work agreed evenings and occasional weekends as required.
- Able to commit to at least 3 office based days per week, with the other 2 working from home as agreed with you manager.

Desirable:

- Experience of working in the child bereavement field.

Data Protection/ Confidentiality

All employees are subject to legal requirements to protect data in accordance with the Data Protection Act 2018.

All staff are expected to maintain strict confidentiality in respect of client and staff records and information.

Equal Opportunities

All employees must comply with Greif Encounter's Equality policies.

This post is subject to an Enhanced Disclosure and Barring Service check.