

JOB DESCRIPTION

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 parent, sibling and someone close. We deliver both local and national bereavement services. Please see our website for further information: www.griefencounter.org.uk

JOB TITLE:	SENIOR BEREAVEMENT SUPPORT WORKER
SALARY:	£33,000 - 34,000 per annum (FTE)
LOCATION:	Grief Encounter office, Mill Hill, London NW7 4ST
CONTRACTED HOURS:	40 hours a week (inclusive of one hour paid meal break daily), 5 days a week.
RESPONSIBLE TO:	Clinical Operations Manager/ Director of Clinical Services

Our Vision: A world where no child grieves alone.

Our Mission: To help bereaved children, young people and their families find hope and healing.

Our Values: are very important to us and as a member of the Grief Encounter team, you will be expected to hold these in your day to day work:



Through times of grief, we deeply understand the profound influence of community. We honour heritage, diversity and the important bonds that nurture our sense of self and our collective contributions to provide hope, healing and fulfilling lives.



We're not afraid to face grief head on and tackle difficult conversations openly and honestly with others. This gives everyone the courage to freely express their emotions and actively participate in making a difference.



We dedicate ourselves to the lives of bereaved children and families. With unwavering resolve, we champion the needs of every child to shape hopeful futures, with care, warmth and positivity, nurturing the past, present and future lives.

JOB SUMMARY:

- The Senior Bereavement Support worker (SBSW) will work directly with the Clinical Operations Manager. They will provide a professional, empathetic support to individuals and families coping with grief and loss.
- The SBSW will also offer guidance and support to others in the team and manage a small caseload of complex cases and contribute to the development of bereavement support programmes and events.
- The SBSW additionally supports the Clinical Operations Manager with the recruitment and the management of volunteers.

MAIN DUTIES & RESPONSIBILITIES:

- Offer mentoring and guidance to other Bereavement Support Workers and Volunteers.
- Facilitate group sessions and bereavement groups.
- Plan and attend events taking place evenings and occasional weekends.
- Update client records and ensure required documentation/forms are completed correctly.
- Hold a small caseload of families, including delivering short term support programmes.
- Recruit and manage a team of volunteers in liaison with the Volunteer Co-ordinator.
- 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).
- 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.
- Promote and represent Grief Encounter at relevant events and meetings as agreed with the Senior Management Team.
- Work within Grief Encounter's management and supervision frameworks.
- 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.

General

- Literature creation: providing written copy and helping to update and maintain literature relevant 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).
- Supporting resources distribution.
- Any other duties commensurate with this post.

Person Specification

Skills & Experience (essential):

- Relevant experience of working with children, young people and families.
- Experience of delivering group work with children, young people and families
- A good knowledge and understanding of the impact of bereavement on families; or demonstrable transferable skills in a relevant field
- Proven experience of meeting targets and key performance indicators.
- Experience of supporting children and young people to participate in co-production, enabling them to influence decision makers.
- Experience of nurturing relationships with partner organisations
- Experience of carrying out risk assessments, in relation to the safeguarding of children and adults
- 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.
- Effectively supervised the work of others (preferred).

Personal qualities:

- Good listening, support, and advice skills with the ability to assess the needs of callers.
- Resilient when dealing with sensitive and at times difficult situations.
- Able to establish and maintain professional boundaries at work.
- Flexible to work agreed evenings and occasional weekends as required.

Data Protection/ Confidentiality

All employees are subject to legal requirements to protect data in accordance with the Data Protection Act 2018 and any other relevant legislation or internally agreed processes.

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

REVIEW:

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

This post is subject to pre-employment checks including an enhanced DBS check.