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|  | The post holder is a member of the Family Support Team and will work to deliver a high quality bereavement service; support both operational delivery and the ongoing development of the Bereavement Service; work with the existing Head of Family Support to provide an accessible referral and assessment process that operates to agreed response times for our Bereavement Support Line and Counselling Service; assist in the recruitment of new bereavement volunteers. To work hours flexibly to match the service's needs. Represent the organisation, uphold the organisation’s reputation and values, and support income generation activity. |

**Permanent: Band 5** **Salary: £27,760 - £30,000 p.a. (FTE**

**dependent on experience)**

**Reports to Head of Family Support**

# Main duties and responsibilities:

# Demonstrate professional expertise and ensure all tasks are completed in line with best practice and Hospice policy

# Support the department and Charity strategy, and help identify opportunities and challenges

# Deliver and maintain professional relationships with individuals and organisations whether direct, or indirect interface with The Hospice of St Francis

# Work with productivity measures and best practice to accomplish individual objectives that contribute to the department goals

# Support the Head of Family Support & clinical admin with the operational running of the Bereavement service including; our Bereavement Support Line, assessment and allocation of clients for counselling, supporting the bereavement team volunteers, responding to external enquiries and internal staff referrals , liaising with community groups & supporting the development of new bereavement groups.

# To work with the Head of Family support and clinical admin team to continue to develop a hybrid model for our Bereavement Support Line service. A model that retains the flexibility and efficiency of the remote working established during the pandemic and to also establish clear parameters for when there would be benefits for the service and volunteers to operate from the Hospice directly.

# To provide cover, in agreement with the Head of Family Support, for the weekly Bereavement telephone support and assisting with the subsequent follow ups/ enquiries from this level 1 and 2 service.

# Complete assessments of clients referred for counselling support at NICE level 2 to maintain registration and clinical competence. To hold a caseload. Manage this caseload efficiently, including review and endings in line with current guidelines issued to the counsellors in the Bereavement Team.

# Alongside the existing Head of Family Support to support the development of new initiatives and developments in our Spring Centre

# Along with the existing Head of Family Support manage the level 2 volunteer bereavement support workers, and group facilitators and conduct regular reviews and team meetings.

# Undertake monthly line management meetings with the Head of Family Support.

# Work closely with other hospice staff involved in the care of bereaved clients attending MDT meetings as appropriate, to ensure continuity of care and best practice.

# To act as a role model for others, exhibiting high standards of professionalism in accordance with Hospice values.

# Monitor volunteer clinical records, maintain and update databases as necessary.

# Assist with Key bereavement service initiatives and activities as required; e.g; updating the Bereavement Guardians.

# In conjunction with Head of Family Support prepare accurate records in line with the Data Protection Act and Hospice policies and support the production of reports as required for monitoring and auditing purposes.

# Assist with the update, refreshment and renewal of guidelines, volunteer role descriptions, policies, booklets and leaflets as required.

# Support the existing Head of Family Support and Hospice Education Service with the delivery of bereavement training within the Hospice as required.

* Complete assessment, risk paperwork and subsequent administrative follow-up as appropriate.
* When handling personally identifiable and sensitive information ensure your conduct is consistent with the requirements of the legislative, and regulatory frameworks for information and information governance, whether that be in hard or soft copy or digital formats
* Keep up to date on key changes in policy, legislation and governance requirements relevant to the role and the Charity.
* Act as a role model promoting the values of the Charity in accordance with the post holders professional Code of Practice

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| **Key Accountabilities, Responsibilities & Tasks** | |
| **Role Specifics** | * Pro-active approach to work and problem solving, and the ability to spot and deal with issues as they occur * Excellent organisation, prioritisation, project co-ordination skills * Proven listening skills * Advanced understanding of confidentiality, consent, capacity, data protection and the general data protection regulations * Able to deliver on deadlines and sudden pressures whilst maintaining accuracy and attention to detail * Numerate and literate, able to draft documents and compile reports and use Microsoft office (or equivalents) and electronic patient information systems * Able to work under own initiative, under pressure within structured timescales. * To work within the BACP ethical framework (or other relevant professional body) and Hospice values at all times * Excellent communication and interpersonal skills, working with integrity at all times * Ability to work within objectives and evaluate service accordingly providing a sustainable service * Excellent understanding of unconscious bias in your own practice with a solution focused approach to identifying and resolving the blocks to access and engagement |
| **Qualifications, Skills, Experience, Knowledge & Approach** | * **Essential:** * Diploma in Integrative Counselling or equivalent * Membership of BACP (or other relevant professional body) * Understanding of working therapeutically with bereavement and loss and the impact on families * Experience of working in a multi-disciplinary team * Experience of delivering training and/ or willingness to assist with delivering the bereavement education programme, encouraging learningin our volunteers and community * Experience of, or willingness to develop skills in group facilitation * Experience of and willingness to undertake service audit and evaluation * To have good keyboard skills as use of Microsoft word/excel is a key element of the post * Maintain continuing professional support and self-development to develop own skills and knowledge through additional education and training * **Desirable:** * Minimum of 2 years’ experience of counselling since qualification * Proven experience of working in diverse communities, understanding and overcoming the impact of discrimination * Experience of working therapeutically with bereavement and loss * Experience or relevant knowledge of working in a palliative care setting * Experience of short term, focused therapeutic work |
| **Communication** | * Excellent communication skills with the mental agility to ‘think on feet’ and deliver safe practical solutions * Resilience when dealing with difficult and challenging people and complex situations * Self-motivated and able to work on own initiative within a team environment * See the potential in others and understand the impact of their actions on colleagues * To have a visible and approachable presence * Can communicate in more than one language relevant to the population served (desirable) |
| **Internal & External Contacts** | * Members of the public as patients, carers and family members. * Colleagues and managers in your immediate team/organisation and across specialties and organisations * Actively participate in local, national and international networking to maintain and develop expert level of knowledge and to act as a resource for education and clinical expertise |
| **Decision Making** | * Able to consolidate learning with speed and efficiency, working with pace and accuracy * Able to synthesise data, reach objective conclusions and evidence recommendations * The post holder is expected to take significant responsibility and autonomy for their area of work and work with a range of people at all levels internally and externally * Excellent understanding of unconscious bias in your own practice with a solution focused approach to identifying and resolving the blocks to access and engagement * Understand and assess reputational risk, compliance and safeguarding risk and seek appropriate advice * Freedom to act within delegated responsibility and organisational policy and procedure * Act in accordance with professional body requirements and be accountable for own actions at all times |
| **Mental and Physical Consideration. Working Conditions & Environment** | * The ability to build rapport quickly and effectively and sustain productive working relationships with a wide range of people in different circumstances, situations and roles * The post holder will be required to work in a high volume, fast-paced environment. * Ability to adapt to differing learning situations and adjust teaching and mentoring styles accordingly * Frequent interruptions should be expected. Competing priorities are commonplace. * The post holder will encounter emotional and distressing circumstances. * Frequently change from one activity to another, this includes long periods working at a computer |
| **Health & Safety** | * See the potential in others and understand the impact of their actions on colleagues * Equally able to work on own, initiate and deliver and in collaborative teams * Understand and comply with all Infection Prevention and Control Health and Safety, Fire regulations * Ensure own safety and that of others in the course of work * Report any accidents or incidents |
| **Safeguarding** | * Act in a manner at all times to safeguard the interests of individual patients/clients and their families and justify public trust and confidence in the Hospice of St Francis |