

JOB TITLE: Bereavement Lead

REPORTS TO: Head of Therapies and Bereavement Service

RESPONSIBLE FOR: Bereavement Counsellors, Bereavement Volunteers and Students

PURPOSE OF ROLE

To develop and deliver a bereavement service, ensuring systems and procedures are set up with agreed outcomes, using both innovative and evidence driven practises to ensure consistency and quality.

To hold and manage the bereavement caseload, facilitate bereavement groups and participate in bereavement events. To manage governance processes, support individual counsellors, volunteers and students through caseload management and supervision. To deliver specialist bereavement training within the organisation and externally.

Establishing working relationships with partners and community representatives to oversee and guide the delivery of projects.

KEY RESPONSIBILITIES

Clinical

- To be responsible for implementing and maintaining the safe and effective delivery of bereavement sessions (individual and groups), across Demelza sites.
- To line manage and supervise those delivering bereavement work
- Proactively develop relationships with key stakeholders and referring agencies
- Promote multi-professional teamworking and close working practises with Family Events Lead
- To provide full oversight for each team member (student/volunteer) ensuring quality of intervention, triage, risk management and support within the parameters of Demelza's Bereavement Model.

Leadership

- Build relationships to facilitate links and inform the development of the bereavement service with other services providing bereavement support.
- Build and manage a multi-professional bereavement team, with clear defined roles and outcomes.
- Lead in regularly evaluations of the bereavement service and reviews of the bereavement model.
- Ensure, in conjunction with the multi-professional team, that all families receive adequate information about bereavement and the support available, including relevant letters, leaflets, invitations to events.
- Ensure social media platforms and Family Support Social Resource Planner is utilised to consistently and regularly engage all stakeholders.

Education and Governance

- Ensure attendance at all required staff training in line with current bereavement standards and update and review policies/procedures.
- Understand nationwide initiatives on bereavement and to meet requirements for delivering best practice standards to service users.

OUR VALUES & BEHAVIOURS

Employees are required to demonstrate and actively align to our organisational values and behaviours at all time.

Fiercely COMMITTED TO QUALITY

The families and children we help, and our supporters, deserve nothing but excellence. Each one of us has a vital role to play in providing unique care and support and we always strive to deliver a brilliant service. By working and improving together, we can give even more families a chance to enjoy time as a family, for as long as they have.

Passion PERFORMANCE PRIDE

We admit it. We love what we do. We feel privileged to support the families who trust us to care for those they love. And we couldn't be prouder to be part of #TeamDemelza, it's the most rewarding job in the world. We believe in passion, performance and pride – it's how we get the best from each other and deliver exceptional care and support.

HUMAN IS OUR NATURE

Because we see the person and not the condition, we give each baby, child and family member a service that fits them as an individual. We're all human, and through empathy and understanding, we can provide essential care as unique as the person its designed for. Our different roles, skills and experiences make us stronger. We value and respect everyone who is part of our story, from the families we help, to the supporters and volunteers who keep us going, to each member of staff.

ALWAYS **HONEST** ALWAYS AUTHENTIC

We are clear, open and honest with everyone, because we value everyone. It's good to challenge each other, as long as its constructive – we always look for a positive solution that moves us all forward. We exist to give the best care and support to children and their families and that matters more than anything else.

Good enough ISN'T GOOD ENOUGH

Each member of #TeamDemelza is drive to do better. Through evidence, insight and experience, we're constantly developing and improving to give children and families better care and support. Standing still doesn't get us anywhere. We always look for ways to transform change into opportunity and growth.

Full Values and Behaviours documents can be located on the Demelza Intranet.

PERSON SPECIFICATION

Essential

- Extensive post registration in bereavement counselling or extensive management experience of working in bereavement counselling/training.
- Experience of delivering bereavement counselling to children, young people and adults, individually and in groups.
- Experience of managing and supervising a team within a health, social or educational background.
- Experience of liaising with wide range of statutory and voluntary sector services.
- Experience of monitoring outputs and outcomes and the delivering of reports.
- Supervising caseloads / delivering line management.
- Experience of writing, reviewing and implementing policies and procedures.
- Computer literate.
- Creative thinker and confident with ability to make decisions.
- Innovative and forward thinking.
- Understanding of specialist palliative care and models of bereavement.

- Full driving licence and access to own vehicle for business use – or access to reliable transport arrangements
- Able to work regular evenings and weekends as needed to support the bereavement delivery model.

Desirable

- CQC inspection experience
- Good time management and caseload management
- Ensure own professional competences and capabilities are updated and maintained by CPD opportunities and training
- Experience of volunteer management, including recruitment, training and support
- Experience of managing student placements
- Demonstrate close alignment to all Demelza values
- Full driving licence and access to own vehicle for business use – or access to reliable transport arrangements

The tasks listed in this job description are not designed to be exhaustive and may vary from time to time according to the needs of the organisation. This document will be reviewed in consultation with the post holder as the role and services provided by the organisation develop.

Demelza is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment.

All employees will demonstrate commitment to and actively promote Demelza's policy and procedures to value and respect diversity and inclusion in all aspects of their duties and working relationships.

Employees are required to attend mandatory training as required by their role. Employees are expected to make reasonable efforts attend and engage in development training as part of their role within Demelza. Training may be delivered through a variety of on-site and off-site methods.

All employees are required to participate in staff performance reviews and supervision and to make all reasonable efforts to attend training and staff development as identified and agreed.

Employees must take the initiative to actively seek out training updates required for their role and for mandatory training, within training expiry time frames. Employees can find their current training records on the HR Database.

ISSUE DATE: October 2021

REVIEW DATE: October 2022

VERSION: 1