

Title of the post: Family Support and Bereavement Worker

Department: Family Support and Bereavement Team

Base Location:

Grade/ Banding:

Specified Hours: 22.5 (0.6wte)

Responsible to: Team coordinator Family Support and Bereavement Team

Accountable to: Director of Clinical Services

Job summary:

To work as a member of the Family Support and Bereavement Team providing emotional support to families and supporters of children and guests who have been referred for care at Helen and Douglas House. This will include working with individual families both in the hospice and in their homes, as well as providing group support programmes

To work with the care team to deliver integrated, well-communicated care to families pre and post bereavement.

Duties:

Patient/client care

To support the ethos and philosophy of Helen and Douglas House.

To facilitate appropriate emotional support for children, guests and families referred to Helen and Douglas House.

To support families before, during and after the death of their child.

To participate in the planning and delivery of Remembrance events

To participate in the planning and delivery of group support programmes and drop-in sessions

To develop and maintain links with other bereavement support agencies, locally and nationally

To provide support for Helen & Douglas House staff where necessary and appropriate.

Training and Development

To contribute to and teach on training and development weeks as requested by the Education Coordinators on all relevant aspects of grief and loss

To demonstrate a commitment to research-based practice and evaluation and to contribute to the on-going development of the service

To attend mandatory and compulsory training sessions as dictated by the organisation

To participate in the provision of a robust education programme that supports Helen and Douglas House employees in developing and maintaining knowledge of holistic palliative care of children and young adults.

Professional Development::

To be responsible for own professional practice and to work within the professional boundaries guidelines.

To be able to work flexibly and autonomously by prioritizing urgent needs or responding to crisis

To actively participate in own annual appraisal and to be responsible for own professional development

To recognise the need for and seek personal support using informal and formal support mechanisms as appropriate.

Additional Duties

To keep accurate records of own annual leave, sickness and study leave.

To work collaboratively with the organisation and its senior managers to deliver the overall objectives.

To make and keep excellent records both paper and electronically.

To update family support and bereavement components of the CHASE database as the service requires.

Helen and Douglas House General Responsibilities

Adhere to and comply with organisational policies and procedures and guidelines at all times

Implement Risk Management strategies (including reporting, registering risk and learning) – taking all reasonable steps to manage and promote a safe and healthy working environment, which is free from discrimination

Comply with the organisational policy on confidentiality, and the Data Protection Act 1998 as amended relating to information held manually or on computerised systems

Respect the confidentiality and privacy of clients and staff at all times

Implement Health and Safety regulations – through risk assessment. Maintaining a constant awareness of health, welfare and safety issues affecting colleagues, service users, volunteers, visitors and themselves, reporting any accidents or faults in line with organisational policy and fully participating in health and safety training

Participate in personal training, development, and appraisal and attend all relevant training courses as required

Take part in research Governance

Embrace the volunteer culture, which exists in the organisation

PERSON SPECIFICATION
Family Support and Bereavement Worker

	Essential	Desirable
Qualifications	Diploma in Counselling Training in group facilitation or desire to work towards	Educated to degree level
Experience	Significant experience in palliative care Experience of working with bereaved families Experience of working in a multi-disciplinary team	Experience of working with people with complex needs
Skills	Counselling skills Group work skills Excellent verbal and written communication skills Good time management Competent Information technology skills.	Presentation skills for a variety of audiences
Knowledge/Understanding	Therapeutic interventions in grief work Knowledge of working in the voluntary sector and statutory services.	Up to date with current research on child and adult bereavement
Personal Attributes/Abilities	Fully committed to the aims and objectives of Helen and Douglas Houses. Good team player Ability to work independently Flexible approach to work and working hours as job requires some evening and weekend work Be a positive can do person Fully committed to the pursuit of organisational excellence Excellent interpersonal skills including sensitivity To be well organised. Committed to participating in clinical supervision To be able to travel as a regular part of the role Enhanced criminal records bureau check	

Terms, Conditions and Pay
Effort Guidance
Family Support and Bereavement Worker

Physical Effort

Visits to families requires driving round trip distances, which range from 10 – 200 miles, normally 3 – 4 times per week.

Mental Effort

The role requires listening to and concentrating on the needs of various individuals (children/guests/family members/staff members) often on an unplanned and unpredictable basis.

Intense concentration and “thinking on your feet” is needed in counselling sessions of up to 90 minutes duration, typically 3 – 4 times per week.

Concentration is also required in preparing and presenting talks and training sessions, perhaps 2 -3 times per year

The work pattern in this role is often unpredictable as we respond to families in crisis and to their changing needs and situations

A vast amount of mental effort is called for, to hold and contain families’ emotions and to avoid being drawn in and losing objectivity. This applies both to counselling sessions and to groups/workshops etc. (Counselling sessions average 3 – 4 times per week, groups and workshops once per month)

Driving - Visits to families requires driving round trip distances, which range from 10 – 200 miles, normally 3 – 4 times per week.

Emotional Effort

Contact with and support of families in extreme emotional distress (at time of child/young adult’s death as well as pre and post bereavement) can occur on an almost daily basis.

Long-term exposure to prolonged and/or delayed emotional distress (supporting families over an extended period of hopelessness and despair)

In addition to the emotional effort of individual family support this role also requires dealing with other difficult emotional situations. These include helping families plan funerals, attending funerals, planning and delivering remembrance days and facilitating groups and workshops. These activities occur on average 1 – 2 times per month.

Working Conditions

When supporting bereaved families in the Little Room or Starfish Room, time is spent in the presence of a dead body. This happens on an occasional basis