



Post: Bereavement Support Practitioner: Glasgow Outreach

Reporting to: CBUK Director of Bereavement Support & Education (Day to day, Line Management by Glasgow Bereavement Services Team Lead)

Hours: 37.5 hrs per week

Salary: £24,000 p.a.

Base: North Glasgow with outreach into areas north and east of the city

JOB PURPOSE

To support the Bereavement Services Team Lead in the provision and evaluation of a service that ensures families and professionals can access high quality bereavement support in situations where a baby or child has died, or where children or young people are bereaved, with specific responsibility for supporting children and young people (up to the age of 25), their families and the professionals with whom they have contact, in localities to the north and east of Glasgow.

CBUK's Bereavement Services comprise:

- A national Support & Information Line providing telephone support, information and guidance to families and professionals
- An interactive website with information for families and professionals
- Family Bereavement Support Services in a variety of locations across the UK providing a range of responses including telephone support and guidance on particular areas of concern for families either pre-bereavement, in the immediate aftermath of a death or in the longer term; a booked-call telephone support service; individual, couple and family support sessions; support groups for parents experiencing baby and child death; a family group programme for children bereaved of someone important in their life; Young People's Advisory Groups, a youth service for young people aged 11-25 and liaison with the school and other staff working with child/young person to ensure holistic support
- National support for families bereaved in particular circumstances: e.g. family support groups for bereaved forces families.
- Collaborative working with other agencies to provide bereavement support in a variety of geographic locations across the UK.

The ethos of CBUK's Bereavement Services is:

- To provide support that encourages open communication within the family, both pre and post bereavement, and fosters resilience in bereaved children and young people
- To provide information for bereaved families about grief and help them understand some of the feelings they may experience
- To find ways of remembering the person who has died, whilst coping with the challenge of adjusting to living a changed life
- To provide families with the opportunity to meet others with similar experiences in a safe, non-threatening environment
- To provide support for those coming into contact with bereaved families in the course of their work, including CBUK staff

KEY WORKING RELATIONSHIPS

- CBUK Director of Bereavement Support & Education
- Glasgow Bereavement Services Team Lead
- Glasgow Bereavement Support Practitioners
- CBUK Scotland Development Lead
- All CBUK departments
- CBUK Volunteers
- Referral agencies, especially statutory and community sector service providers in health and education

PRINCIPAL RESPONSIBILITIES

- To work with the Bereavement Services Team Lead in providing and evaluating a service in outreach locations to the north and east of Glasgow to support bereaved children and young people up to the age of 25.
- To uphold the ethos of CBUK's bereavement service in what is offered to families.
- To work within national and CBUK guidelines and policies, ensuring that practice is standardised, ethical and safe for families, staff and volunteers. This includes child protection, complaints and grievance procedures.
- To support the Bereavement Services Team in developing and establishing CBUK's services as a source of advice and support for families and professionals across areas to the north and east of Glasgow.
- To work with the Bereavement Services Team in supporting volunteers for the Service.
- To provide a programme of individual and family support sessions, family group programmes for children bereaved of someone important in their life, a Young People's Advisory Group programme, school liaison, and signposting to the CBUK booked telephone support service, or CBUK NHS service for parents bereaved of a baby or child.
- To liaise with agencies external to CBUK as appropriate, sharing expertise, information, skills and resources effectively, and supporting local Bereavement Advisory Groups as appropriate.
- To empower other professionals offering advice, resources and support through joint working, when working with bereaved children, young people and families.
- To offer bereavement awareness session to professionals whose roles bring them into contact with bereaved children and young people.

- To monitor and evaluate all aspects of CBUK's bereavement services.
- To participate in supervision, both individually and as part of the Glasgow team.
- To maintain and improve own professional competence and accountability.

Equal Opportunity

All employees must comply with CBUK's Equality Policy and must not discriminate against anyone on the grounds of race, colour, nationality, ethnic or national origins, religion/faith or beliefs, sex/gender or gender reassignment, marital or civil partnership status, age, sexual orientation or disability, or any other grounds which cannot be shown to be legally and morally justifiable.

Health and Safety

All employees are subject to the requirements of the Health & Safety at Work Act and are also expected to comply with the Charity's Health & Safety Policy and Operational Guidelines which may vary depending on your job role and working location. The post holder is required to ensure that his/her work methods and behaviour do not endanger themselves or others.

Data Protection/Confidentiality

All employees are subject to legal requirements to protect personal and special categories of personal data in accordance with the Data Protection Act 2018. Everyone is expected to maintain strict confidentiality in respect of client and staff records and information.

Variation

This job profile is not intended to be a complete list of duties and responsibilities, but is a guide for information. It may be reviewed and changed in the light of the evolving needs of the Charity and as part of an individual's personal development plan. Any changes will be made following discussion with the post holder.

PERSON SPECIFICATION

REQUIREMENTS	ESSENTIAL	DESIRABLE
EDUCATION, TRAINING AND DEVELOPMENT	<ul style="list-style-type: none"> • Recognised current professional qualification and registration in health, educational, social care or counselling • Training in working with children, young people, adults and families • Relevant bereavement training 	
KNOWLEDGE/ EXPERIENCE	<ul style="list-style-type: none"> • Relevant experience of working with children, adults and families, individually and in groups • Experience of working with families experiencing loss and bereavement • Understanding of peer group work/facilitation • Knowledge of support services available for children and families • Experience of working with voluntary services • Experience of liaison and networking with schools • Knowledge of education, social services and primary care services • Ethnic and cultural awareness 	<ul style="list-style-type: none"> • Experience of telephone support and information provision • Experience of working with traumatic grief • Experience of delivering training
SKILLS AND ABILITIES	<ul style="list-style-type: none"> • Ability to work alone and within a multidisciplinary team • Excellent communication skills • Computer skills 	
PERSONAL QUALITIES	<ul style="list-style-type: none"> • Excellent communicator • Highly motivated and able to motivate others • Relates well to children and adults • Positive attitude, energy and drive • Ability to work under pressure 	
OTHER REQUIREMENTS	<ul style="list-style-type: none"> • Current valid UK driving licence with car available for work purposes • Ability to travel across a wide geographic area to the north and east of Glasgow • Flexible to work evenings and weekends as required 	

Dr Ann Rowland
Director of Bereavement Support & Education
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