



Children's Hospices Across Scotland

JOB DESCRIPTION – BEREAVEMENT SUPPORT SERVICE DEVELOPMENT LEAD

Job Details

Job Title – **Bereavement Support Service Development Lead** Location – **Flexible**
Responsible to – **Family Support Manager** Salary – **CHAS Band 8**
Job Family – **Family Support**

Job Purpose

Working to achieve the ambitious goals in our 2017-2020 strategic plan and beyond, the role is to review, develop and lead CHAS' grief and bereavement support for families across Scotland.

The postholder's work will mean that CHAS can more consistently support the grief experienced by many families before, during and after the death of their child. Their advanced expertise and knowledge will influence the practice of nurses, doctors, social workers, chaplains, family support staff, volunteers, and others across CHAS and the national health and social work systems in which we work. They will be accountable to the Director for Children and Families.

They will lead national engagement on behalf of CHAS with a wide range of external organisations, in developing networks of bereavement support in local areas across Scotland.

Main Tasks

- Develop and lead CHAS' external engagement with health, local authority and voluntary sector agencies who lead on bereavement support
- Lead a comprehensive audit and evaluation of current approaches to grief and bereavement support across all CHAS settings
- Design, develop and lead a comprehensive evidence-based grief and bereavement support service for CHAS, relevant for hospice, hospital, home and community settings; when required, hold a caseload appropriate to advanced knowledge and skill
- Share advanced practice to build the confidence of a wide range of people in supporting families experiencing grief and bereavement

Job Activities

Lead a comprehensive diagnostic review of current approaches to grief and bereavement support across all CHAS settings

- In collaboration with staff groups and volunteers throughout CHAS, review and assess CHAS' current approach to bereavement support across all settings
- Design and lead the involvement of families in evaluating the quality of service provided and in understanding their needs, wishes and choices
- Influence senior leaders in shaping services and reporting on service impact
- Lead monitoring and evaluation requirements, compiling and analysing data about support provided, including case studies and questionnaires
- Use robust methods of inquiry to understand the impact of existing services on siblings and parents, and understand their distinct needs
- To research and prioritise the key aspects of the service needed to be a source of advice and support for families and professionals across Scotland, including the interface and relationships with other sources of advice and support, especially the involvement of experts by experience
- Understand and assess the potential for providing a wide range of service interventions through CHAS or in partnership, including telephone/online video support for families either pre-bereavement, in the immediate sequelae of a death or in the longer term; a booked telephone/online video 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; and liaison with schools

Design, develop and lead a comprehensive grief and bereavement support service for CHAS, relevant for hospice, hospital, home and community settings

- To work within national guidelines and policies, ensuring that practice is standardised, ethical and safe for families, staff and volunteers, including sound knowledge of child protection
- Design and develop a CHAS service which provides evidence based, consistent and high-quality grief and bereavement support, intervention, and counselling for families. Design and lead the development of systems of support which result in all families using CHAS services having a clear bereavement support plan in place, from the point of diagnosis to the death of the child, and beyond
- Working with a range of national partners and senior clinicians and practitioners, design, develop, and promote pathways of support across all parts of Scotland which facilitate access to grief and bereavement support even when not provided by CHAS
- Lead effective and high-quality bereavement support which may include counselling, psychosocial, and emotional support to parents and children experiencing grief and bereavement, with potential for clinical work appropriate to their advanced practice knowledge and skills
- Lead effective working relationships with a wide range of family support, nursing and medical staff to ensure grief and bereavement support becomes an integral and intentional part of CHAS' model of care and support
- Apply methods of evaluation and continual improvement of service delivery to ensure that CHAS delivers and develops the service to the highest standards
- Test and evaluate the development and delivery of residential interventions to support families experiencing grief and bereavement

Share advanced practice to build the confidence of a wide range of people in supporting families experiencing grief and bereavement

- Play a strategic role across CHAS to build the confidence and expertise of a wide range of staff and volunteers who support families experiencing grief and bereavement
- Actively engage in and respond to academic research to ensure that CHAS participates in, and uses the evidence from, scientific enquiry
- Lead the use of evidence-based research to design and deliver grief and bereavement support systems
- Lead the development of a community of practice across CHAS services to further build skills and confidence in delivering evidence-based grief and bereavement support interventions
- Work as an autonomous practitioner across a range of counselling/interventions and grief and bereavement support approaches
- Undertake a national role to lead integrated practice amongst NHS colleagues, working closely with CHAS Diana Children's Nurses and other clinicians
- Working with the CHAS volunteer team, develop and implement quality systems and processes to ensure volunteers are confident at operating a high standards
- Provide professional guidance, leadership, and mentorship to trained counsellors
- Liaise with CHAS' communications team to ensure impact is communicated externally and internally in a timely and meaningful way
- Empower other professionals offering advice, resources and support through joint working, when working with bereaved children, young people and families
- Commitment to continued professional development to maintain and improve professional competence and accountability
- To participate in and lead professional supervision

Develop and lead CHAS' external engagement with health, local authority and voluntary sector agencies who lead on bereavement support

- Forge and develop credible and senior relationships with external partners, including professional bodies, local authorities, public bodies, and voluntary sector organisations involved in supporting families experiencing
- Lead CHAS' relationships with these organisations, developing new partnerships and service-delivery opportunities
- Develop relationships with advice organisations working in paediatric hospitals and neo-natal units, to provide a seamless service which is integrated with CHAS' offering
- Participate in benchmarking groups to share knowledge within the voluntary, hospice, and children's hospice sectors
- Establish and maintain appropriate networks of service providers within the statutory and voluntary sectors and liaise with them appropriately
- Provide long-term vision and strategic direction to help ensure bereavement services across Scotland are forward thinking and reflect the rights, needs and wishes of families of children with life-shortening conditions
- Act as a key influencer with the child bereavement support community in Scotland

Health and Safety

- Responsible for complying with the CHAS Health and Safety Management Policy and associated procedures and co-operate with CHAS in complying with its legal duties

Information Governance

- Responsible for complying with the CHAS Information Governance Framework and associated policies and co-operate with CHAS in complying with its legal duties

Volunteer Engagement

- Work constructively with volunteers in the team and provide guidance to help them in their roles where required

Dimensions

- Working across all CHAS settings, including hospices, CHAS at Home, hospitals, and in the community
- Working relationships with a wide range of CHAS staff, including approx. 100 nurses, doctors, chaplains, social workers and other support staff
- Regular working volunteers across CHAS
- Working across 12 CHAS sites, each with local networks
- Two hospices open 24 hours, 7 days a week, 365 days a year

Decisions and Communications

- Works with a very high degree of responsibility, as an autonomous practitioner, within the agreed management structure of CHAS, but with regular work with and a dotted line to the Director for Children and Families
- Required to work independently as a national specialist lead for CHAS
- Required to understand a wide range of interventions and professional approaches to supporting grief and bereavement
- Work with staff and volunteers from all areas of CHAS
- Significant autonomy to develop relationships with partners and potential partners across Scotland, and to evaluate and review existing and potential partners and collaborators
- Required to work with initiative and exercise their own judgement regularly, including when planning and prioritising workload.
- Required to work independently across CHAS sites, in families' homes, and in hospitals
- Meets objectives identified in CHAS Plan by contributing to the strategic plan to reach more families and children
- Responsible for working closely with nurses, social workers, chaplains, volunteers and other staff in identifying and leading on grief and bereavement support projects, providing recommendations around service development
- Manage time effectively when required to work on a number of tasks in parallel, adjusting plans as appropriate to take account of conflicting priorities and deadlines
- Required to build and maintain relationships with external suppliers and service providers, negotiating relationships and joint ways of working



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PERSON SPECIFICATION – BEREAVEMENT SUPPORT SERVICE DEVELOPMENT LEAD

Education, Qualifications, and Training

Essential

- Educated to Masters level in a health and/or social care profession: confident with researching and communicating findings at an advanced level
- Registered professional in a relevant field (e.g. psychology, social work, nursing, allied health profession, or counselling)
- Educated to post-graduate diploma level in counselling and/or psychotherapy
- Relevant bereavement and/or counselling training
- Accreditation with BACP, COSCA, or UKCP and/or chartered BPS/HPC registration
- Evidence of continued learning and recent study
- Training in working with children, young people, adults and families

Desirable

- Educated to doctorate level e.g. counselling, psychology
- Qualification in supervision of practice

Method of Assessment – Application Form

Skills, Abilities, and Knowledge

Essential

- Evidence of advanced practice in relevant professional field
- Evidence of highly developed planning and organisational skills.
- Ability to confidently lead projects within an organisation
- Knowledge of support services available to children and families
- Knowledge of education, social services and health care
- Evidence of a high level of written and verbal literacy, influencing internally and externally
- Highly effective team working skills, with an ability to collaborate and influence
- High level of numeracy and literacy, with an ability to analyse data and trends

Desirable

- Knowledge of community, voluntary /statutory sector and social inclusion principles
- Experience of working with excluded, hard to reach, and disadvantaged individuals
- Experience of delivering training and providing supervision of practice

Method of Assessment – Application Form and Interview

Experience

Essential

- Significant experience of working with children, adults and families, individually and in groups
- Experience of designing and delivering services
- Experience of working with bereaved families, including in traumatic grief, and those at the end of their life
- Exposure to working at a national level

Desirable

- Experience working within a 'caring' organisation
- Experience of leading and managing volunteers
- Experience in a multi-site environment
- Experience of direct support for children and young people at pre- and post-bereavement

Method of Assessment – Application Form and Interview

Personal Qualities

Essential

- Empathetic and supportive
- Excellent interpersonal communication skills
- Ability to work autonomously to a senior level
- Personal drive, initiative and effectiveness
- Accountable for self, actions and decisions
- Commitment to ongoing learning and development
- A commitment to CHAS core value vision and purpose

Desirable

- None

Method of Assessment – Interview

Other Requirements

Essential

- Full driving licence and access to car

Desirable

- None

Method of Assessment – Application Form and Interview