

ST ANDREW'S HOSPICE **JOB DESCRIPTION**

Job Title : Bereavement Caseworker
Department : Support & Wellbeing Team
Reports to / Line Manager : Bereavement Services Manager
Pay Range : C3

Purpose of Job

The Bereavement Caseworker will provide therapeutic bereavement support for children, young people and adults who have been bereaved through a death by any means using individual, group and family techniques with support of the Bereavement Service Manager and the Counsellors.

To provide support in a variety of locations including the hospice and in the community. This may also be provided virtually or by telephone depending on client need.

To support the future development and growth of the bereavement service.

Main responsibilities

To be involved in the development and delivery of both adult and children's/young people's group work, drop-in session and coffee mornings with the support from counsellors and volunteers in a variety of locations.

To hold and manage a caseload of clients when required, under the supervision of the Bereavement Service Manager and Counsellors.

To provide support in triaging referrals in a timely manner.

To participate in regular caseload allocation and triage meetings with the Bereavement Service Manager and the wider team, undertaking regular reviews of casework and caseload.

To assess, plan and review clients' needs on a regular basis effectively ensuring the interventions are appropriate to the individual under the supervision of the Bereavement Service Manager and Counsellors.

Deliver therapeutic interventions in person, by telephone and online.

Creatively engage with children and inspire them to take part in bereavement sessions through provision of varied tasks and activities.

Escalate safeguarding concerns following Hospice policy and procedures.

Working collaboratively with hospice and care plus group teams ensuring all aspects of the individual's care & bereavement needs are met, liaising with other agencies as appropriate.

Accurately record clinical notes on a clinical system (SystemOne) adhering to current GDPR guidelines and in accordance with Hospice policy.

Have knowledge and understanding of a wide range of complex needs.

To support the team in the delivery of bereavement training sessions to both internal and external groups.

Attend and proactively participate in bereavement team meetings and attend regular 1:1 supervision meetings.

To undertake all mandatory training as required for role. Undertake appropriate CPD and keep updated with advancements in the field of bereavement and therapeutic intervention.

To work with volunteers and students on placement within the Hospice under the supervision of the Bereavement Service Manager and Counsellors.

Work within the team to develop positive relationships with volunteers and those on placement in the wider organisation.

Willingness to attend and participate in events in the Hospice and wider community.

Management of People

Direct: Nil

Indirect: Bereavement Volunteers & Students

Contacts & Relationships

Regular contact with employees, volunteers and senior managers and outside agencies to ensure optimum service levels.

Daily contact with; bereaved children, young people, young adults, adults and their families and carers.

Take part in regular departmental meeting, which may be on an informal or formal basis.

Follow processes to satisfy the requirements of the Hospice policies and procedures and the Care Quality Commission regulations and standards.

To continually seek to improve systems of communication by means of personal contact, written communication and meetings.

Resources

Laptop
Mobile phone
SystemOne card
Access card.

Person Specification

Qualifications

Essential

Minimum Level 3 Counselling qualifications or above
Full UK driving license and have access to own vehicle

Desirable

Experience, training and or qualification in specialist relatable subject; social work, child development, mental health or substance misuse.

Experience

Essential

Lived experience would be beneficial
Experience of delivering emotional support.
Knowledge and skills in bereavement support or counselling

Desirable

Experience of working within a multidisciplinary health and social care setting
Experience of working with bereaved people in a group or family setting
Experience of working confidentially
Knowledge and understanding of Adults and Children Safeguarding
Working with Volunteers
Completion of assessments and planning of care
Experience in confidentiality and GDPR regulations.
Experience of providing virtual support.

Knowledge/Skills

Able to work therapeutically with individuals and families
Able to prioritise own workload in context of team caseload and competing demands
Understanding of bereavement theories and processes
Understanding of the impact of bereavement on adults and children

Understanding the impact of traumatic bereavements
Understanding of Mental Health diagnoses and approaches to management (e.g. anxiety management)
Understanding of how mental and physical health interact and impact on bereavement
Understanding a holistic approach to care
Commitment to ensure confidentiality
Commitment to ongoing professional development
Understanding of Mental Capacity Act, and Mental Health Act
IT literate: able to access and process electronic patient records as well as related MS Office documents
Good organisational and administration skills
Ability to manage the emotional impact of working with the bereaved
Ability to work independently and as part of a team

Qualities

Excellent verbal and written communication skills i.e. must be able to handle sensitive issues
Flexibility to meet the needs of the clients/service
Ability to work sensitively with a vulnerable client group
Ability to maintain appropriate professional boundaries
Ability to work effectively with other agencies involved when appropriate
Ability to work both independently and collaboratively as part of a multi-disciplinary team.
To demonstrate a calm and logical approach to problem solving
To consistently demonstrate a dedicated approach to the quality of bereavement services in a constructive and efficient way
Understanding the impact of personal losses and bereavements on yourself
Personal grief/loss resolved sufficiently to perform & cope in an environment that has potential exposure to bereavement concerns
Openness and willingness to learn from colleagues and families, and to share knowledge and skills with the team
Commitment to ethical practice (i.e. BACP framework)
Resilience
Ability to manage own caseload, waiting lists, and allocation of clients – taking client's needs, staff/volunteer skills and capacity
Ability to work effectively with people from a range of cultural, ethnic, social groups, regardless of age, religion, gender or sexual orientation
Understanding of limits of own capability.

General

To maintain confidentiality at all times.

Policies and Procedures – The post holder must carry out his/her duties with full regard to all relevant Policies and Procedures. The post holder will remain responsible and accountable to any professional body and professional code of conduct appropriate to the role.

Other Duties – The duties and responsibilities in this job description are not restrictive and the post holder may be required to undertake any other duties, which may be required from time to time. Any such duties should not however substantially change the general character of the post.

Contribution and Development Review – The post holder should proactively assess his/her own development needs and seek out development opportunities, which will enable enhanced contribution to meet the objectives of the Hospice Business Plan, always following the 'Staff Development and Contribution' process.

Mandatory Training – The post holder must complete and maintain the required level of mandatory training required for the role.

Equality and Diversity – The post holder must carry out his/her duties with full regard to the Hospice's Equality and Diversity Policy.

Health and Safety – The post holder must carry out his/her duties with full regard to the Hospice's Health and Safety Procedures.

The managerial and clinical philosophy of the Hospice is based upon a multi-disciplinary approach. Staff regardless of grade or discipline are required to participate in this concept. The role of volunteers is integral with the work of St Andrew's and paid staff are required to underpin this in their attitude and actions.

All staff must be sympathetic to and able to project the philosophy and concept of hospice care

The Hospice has in place provision for staff support. Staff are expected to exercise responsibility in accessing whatever forms of support might be appropriate for them to ensure that they are able to offer the professional care for which they are employed.

St Andrew's Hospice is very much a community and all members of staff are encouraged to support the various social and fundraising events which are part of its day to day life.

An extract from the summary of the Health & Safety at Work Act 1979 stated:-

"Employees at Work: It is the duty of every employee while at work to carry out their work in a manner which is safe and free from risk to the health of himself/herself and other persons who may be affected by his/her acts or omissions. It is an employee's duty to assist and co-operate with his/her employer in complying with any relevant statutory regulations imposed on his/her employer".

This Job Description may change and the duties listed are not exhaustive, but such change will only be made following consultation

between the (relevant) “Manager” and the post holder. A job description review automatically takes place as part of the Contribution and Development Process.

<u>Signature</u>	<u>Date</u>
Prepared by	
Confirmed by.....
Received by.....
Name (Print).....