

JOB DESCRIPTION & PERSON SPECIFICATION

Purpose & Responsibilities of Post

Job Title:	Bereavement Community Co-ordinator
Reporting to (Job Title):	The role reports to the Senior Manager but will work closely with and take direction from the Lead BACP Registered Counsellor who also reports to the Senior Manager.
Organisation:	Age UK Northamptonshire
Salary:	£27,532.44 per annum full time equivalent (post April 2025, full time - 37 hours)
Place of work:	Waterside House, Irthlingborough / The William and Patricia Venton Centre, Northampton
Hours of work:	30 hours
Employment subject to Enhanced Disclosure & Barring Service (DBS) check	
<p>Main Tasks and Responsibilities:</p> <ul style="list-style-type: none"> • To ensure a smooth and efficient process from referral/initial contact throughout the bereavement journey for every person accessing the Bereavement Community. • To deliver effective administrative and coordination support for the service, maintaining records on Charitylog • To support the Lead Counsellor with service coordination 	
<p>Age UK Northamptonshire is the leading countywide provider of services for older adults. This is a position offering someone with the appropriate values and experience, the opportunity to play a pivotal role in our new bereavement service, the Bereavement Community. The role is responsible for initially supporting the Lead Counsellor, setting up and managing the administrative functions of the Bereavement Community – enquiries, groups, volunteers and counselling, booking counselling sessions and assisting with the smooth running of the whole service.</p> <p>Tasks</p> <ul style="list-style-type: none"> • To establish systems and processes to enable the Bereavement Community to function in the most effective manner for clients and counsellors. • To ensure the smooth running of the service. • To effectively manage the waiting list if applicable. • To be the first point of contact for clients, counsellors and referrers, via telephone, email and in person. 	

- To complete and process referral forms and enter data onto Charitylog, the database used by Age UK Northamptonshire.
- Arrange and co-ordinate initial assessments, counselling sessions, groups and ensure Charitylog is updated accordingly.
- To assist the Lead Counsellor in collating and reporting data (e.g. Core10 outcomes, KPIs)
- To record on Charitylog attendance or non-attendance of counselling sessions.
- To work in line with standardised administrative systems across Age UK Northamptonshire, to maintain the general running and efficiency of the charity.
- It is envisaged that in time the Bereavement Community may recruit an administrator to support the function of the team. This will remain under scrutiny as the project develops.
- To work with the Lead Counsellor to promote the Bereavement Community, with the aim of future sustainability, opportunities for funding and expanding the provision
- To ensure rooms are booked in centres for face-to-face counselling.
- To undertake training as required and to maintain and ensure compliance with policies and procedures.
- To undertake other duties as may be reasonably determined by the Lead Counsellor or Senior Leadership Team.

Accountability

You will be line managed by the Senior Manager, but work closely with and take direction from the Lead BACP Registered Counsellor who also reports to the Senior Manager

Professional

- To develop a sound understanding of the work of Age UK Northamptonshire, our values, services and overarching aims.
- To demonstrate professionalism across the organisation.
- To deliver on agreed targets.

General

- At all times to carry out every aspect of your duties with due regard to policies and procedures.
- Undertake other duties as may be reasonably determined by the CEO.

The tasks and responsibilities shown above are not exhaustive and should be regarded only as a guide. The jobholder will be expected to undertake any reasonable activities according to the needs of the service at the time. These will be subject to periodic review and may be amended to meet the changing needs of the service. The jobholder will be expected to participate in this process, and Age UK Northamptonshire would aim to reach agreement as regards any changes.