**Age UK Wakefield District**

**Job Description**

**Job Title:** Bereavement Counsellor and Service Manager

**Salary:** £15.69 per hour (£30,187 per annum pro rata)

**Contract Term:** Permanent

**Hours:** 30 per week - To include evenings and weekends where necessary to meet client needs.

**Location:** Base: Bank Street, Castleford but expected to conduct support sessions across the Wakefield district as standard. This will include visits to clients’ homes.

***Please note a driving license and use of own vehicle is essential for this role.***

**Responsible to:** Sophie Jackson- Mental Health Community Builder

**Role Description:**

The successful applicant will be responsible for the counselling tier and the operational management of the Bereavement Service as well as being part of the wider AgeUKWD Management Team.

They will ensure that the service supports adults of all ages (18+) through bereavement and loss in a caring and compassionate manner.  The service should enable people to access timely support following the death of a loved one in a way that is accessible and appropriate to meet their needs.

They will support the team in ensuring the service is delivered in line with commissioning requirements, informed by need.

**Person Specification**

Applicants must have:

* A recognised counselling qualification and professional registration.
* A good working knowledge of Bereavement support.
* A good understanding and working knowledge of Age UKWD services and activities.
* Experience of leading teams
* The ability to work in a multi-disciplinary environment.
* Experience of report writing, particularly contract reporting to commissioners.

**Counsellor duties:**

* To conduct professional one-to-one bereavement counselling support as part of the 3-tier service structure (including face to face, telephone and online where required). Face to face sessions can take place in our offices, community venues or clients homes.
* To manage incoming referrals and conduct comprehensive assessments with individuals at their first point of contact into the service.
* Responsible for recruitment and management of student counsellors, including ensuring appropriate cases are allocated.
* Ensure client details and session notes are recorded appropriately on Charity Log in line with GDPR.
* Ensure appropriate outcome measures are completed and recorded (including case studies) and regularly review these to develop skills and improve practice.
* To lead on developing online bereavement support materials.

**Management duties:**

* Responsible for the day-to-day management of the bereavement service team including line management of support workers and volunteers.
* Responsible for the recruitment and training of bereavement service volunteers.
* Responsible for the operation of the Wakefield District Bereavement Forum, ensuring active participation from stakeholders and feeding back into the appropriate channels.
* Responsible for the operation of the Bereavement Service User Forum, ensuring active participation from clients and members of the public and using the forum to improve and develop the service.
* Responsible for the development and delivery of bereavement training for professionals across the district a minimum of bi-annually.
* Responsible for the promotion of the service across all stakeholders including (but not limited to) GP’s, Social Care, VCSE, education providers, other healthcare professionals.
* To manage staff rotas, annual leave and staff absences.
  + To ensure rotas are produced in advance for teams, that meet business needs, are fair in terms of allocation and comply with agreed rules.
  + To lead engaging, informal and purposeful team meetings to ensure a happy and engaged team.
  + To review referral routes with other services to ensure this process is still efficient and appropriate.
* Utilise service data to ensure service performance is maintained.
* Attend organisational management meetings, external management meeting and contribute as a performance manager/ambassador for AgeUKWD.
* To conduct staff supervisions, observations and face to face training.
* To support with the recruitment, induction and mentoring of new staff.
* To support the organisation in delivering wider organisational objectives and priorities.

**Other Responsibilities:**

**Customer Relations**

* Positively promote the features and benefits of the bereavement service and Age UK Wakefield District when interacting with clients, carers, relatives, colleagues and other professionals.
* Ensure the highest standard of client care and service are achieved throughout, including the correct reporting of any safeguarding concerns, client health and safety and referral pathways.
* Work with other local Age UKs to develop consistent and complimentary service offers, making it easier for partners to engage with all services.
* Represent AgeUKWD at stakeholder meetings with partner organisations.

**Staff Awareness**

* A good understanding of CQC regulated activity and the service requirements linked to this.
* Lead the service to ensure compliance with all the Charity’s Policies, CQC requirements and procedures.
* To ensure compliance with all mandatory training requirements of the organisation and service.
* Positively contributes to the reputation of the services being organised, professional and pleasant with clients, carers, families, colleagues and other professionals.

**Public Relations**

* Maintain good relations with clients, carers, families, colleagues and other professionals.
* Report any activity that could negatively impact on relationships with patients, carers, families, colleagues and other professionals.

**Administration**

* Maintain absolute confidentiality with regard to patient and Charity information.
* Ensure cover for staff members due to planned and unexpected absences as well as attending training activities.
* Work closely with the service to resolve any issues within the service quickly and effectively.
* Undertake any other appropriate duties required to realise the full potential of the service.

**Personal Duties:**

* At all times to work in a manner that promotes dignity, respect and independence for older people and the values of Age UK Wakefield District.
* To work within all Age UK Wakefield District’s Policies and Procedures.
* To be familiar and act within staff responsibilities in line with Age UK Wakefield District’s Policies and Procedures relating to Abuse and Whistle Blowing.
* To engage in regular supervision and annual appraisal with the agreeing on suitable objectives and performance standards.
* To identify and prioritise personal development needs and agree with the line manager how these should best be met to ensure commercial and personal objectives are achieved.
* To be an active and committed member of Age UK Wakefield District, taking part in staff meetings, training and Organisational activities.
* At such times as required take on other appropriate responsibilities.

Signed: Date:

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(Employee)

Signed: Date:

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(Chief Executive)

**Age UK Wakefield District**

**Person Specification – Bereavement Counsellor and Service Manager**

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| **Attribute** | **Essential** | **Desirable** |
| **Qualification** | BACP Accredited Counselling Qualification Level 4 & above  Accreditation to practice with regulatory authority (BACP/UKPC)  Evidence of CPD | Professional management/leadership qualification  Counselling supervisor qualification |
| **Experience** | Significant experience of counselling/psychotherapy in a bereavement context (a preferred minimum of 2 years post-qualification)  Experience of working with complex grief  Experience of managing client risk  Experience of working in a management and leadership role- including line management responsibilities  Experience of delivering training to a wide range of professionals  Experience of organising and chairing professional meetings  Experience of successfully promoting a service to stakeholders  Experience of effective caseload and workload management  Experience of working with partner organisations  Lone working, taking personal responsibility of own workload  Experience of working with Health and Social Care professionals. | Experience of supervising student counsellors |
| **Skills** | Ability to communicate effectively, both orally and in written form.  Ability to make complex clinical decisions.  Ability to lead a team of support workers, student counsellors and volunteers.  Ability to write reports to evidence service performance and support decision making.  Ability to work as part of a multidisciplinary team.  Ability to use own initiative.  Ability to deliver agreed action plans.  Good IT skills necessary for the role including Microsoft packages and client record keeping.  Ability to keep accurate records and reports in line with GDPR.  Ability to maintain confidentiality.  Good interpersonal and communication skills. |  |
| **Knowledge** | Issues affecting bereaved individuals and their support network.    A good understanding of services within the health and care system.    Approach to service delivery and improvement.  A good understanding of monitoring and evaluating services. | Understanding of mental health and wellbeing services in Wakefield  Understanding of wider AgeUK Wakefield services |
| **Personal** | Reliability.  An open-minded approach to individuals, avoiding judgement and stereotyping.  Commitment to Equality and Diversity.  Willingness to attend training.  Ability to work in a non-judgemental manner. | Experience of working alongside volunteers. |
| **Special Circumstances** | Full UK Driving Licence (no more than 3 points)  Flexible availability (Incl. evenings and weekends).  To travel across the Wakefield district.  Satisfactory DBS checks. |  |

This post is subject to satisfactory references, probationary period and an enhanced DBS disclosure