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**AGE UK WAKEFIELD DISTRICT**

**Job Description**

**Job Title:** Bereavement Support Worker

**Salary:** £23,113 per annum (pro rata) -£12.01 per hour

**Hours:** Part time 22.5 hours per week: To include evenings and weekends where necessary to meet client needs

**Contract Term:** Permanent

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

***Please note a driving licence and use of a vehicle with Business use insurance is***

***essential for this role***

**Responsible to:** Bereavement Services Manager

**Role Description:**

The successful applicants will be responsible for providing emotional and practical support to people following a bereavement.

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.

**Person Specification:**

Applicants must have

* Extensive experience of working in a support worker role within a mental health or wellbeing setting.
* A good working knowledge of bereavement support.
* A good understanding and working knowledge of AgeUKWD services and activities.
* Experience of delivering 1:1 and group practical and emotional support, including face to face, telephone and online offers.
* Ability to use outcome measures to guide supportive interventions e.g. Goal Based Outcomes.
* Extensive experience of clear, comprehensive record keeping in line with GDPR and Data Protection legislation.
* The ability to work in a multi-disciplinary environment.

**Support Worker duties:**

* To conduct professional one-to-one and group bereavement support in tiers 1 and 2 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 client’s homes.
* To offer person-centred practical advice and emotional support to individuals who have experienced the death of a loved one.
* To manage incoming referrals and conduct comprehensive assessments with individuals at their first point of contact into the service.
* Ensure client details and session notes are recorded appropriately on Charity Log in line with GDPR and Data Protection legislation.
* Ensure appropriate outcome measures are completed and recorded (including case studies) and regularly review these to develop skills and improve practice.
* Develop and deliver a wide range of bereavement support groups including educational and peer support offers.
* To have a wide range of knowledge regarding other support offers in the Wakefield district and signpost/refer clients accordingly.
* To develop and maintain good relationships with partner organisations and stakeholders.
* Assist in developing online bereavement support materials.
* Assist service manager in developing and delivering bereavement training to a wide range of professionals.
* Assist service manager in recruiting and training bereavement service volunteers.
* Assist service manager in hosting the Wakefield District Bereavement Forum, including providing administrative support (e.g. note taking, preparing agendas).

**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.
* Represent AgeUKWD at stakeholder meetings with partner oOganisations.

**Staff Awareness**

* Work within the service to ensure compliance with all the Charity’s Policies, requirements and procedures.
* To ensure compliance with all mandatory training requirements of the organisation and service.
* Positively contribute 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.
* As part of the team, work with the service manager 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 UKWD.
* To work within all Age UKWD’s Policies and Procedures.
* To be familiar and act within staff responsibilities in line with Age UKWD’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 UKWD, taking part in staff meetings, training and Organisational activities.
* At such times as required take on other appropriate responsibilities.

**Benefits we can offer:**

In addition to working with a group of passionate, generous and talented people, the Charity can offer the following benefits:

* Opportunities for career development within the Charity – over 60% of the Senior Management progressed through other roles
* Flexible working arrangements, around the service requirements and Charity policies
* Modern IT and mobile equipment supplied, with rapid tech support
* Training according to role but also access to areas of interest for the Charity
* 25 days paid holiday allowance plus Bank Holidays (full time equivalent - pro rata)
* Company Sick Pay from day one of absence
* A pension plan is available to all employees
* As a Mindful Employer we take the well-being of our team members seriously

I acknowledge receipt and understanding of this Job Description

**Signed:** ……………………………………………………………………………………………

**Print Name:** ……………………………………………………………………………………….

**Date:** ……………………………………………………………………………………………….

**Age UK Wakefield District**

**Person Specification – Bereavement Support Worker**

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| **Attribute**  | **Essential**  | **Desirable**  |
| **Qualification**  | GCSE Maths and English Grade C or equivalent | Professional mental health or psychology qualification or similar |
| **Experience**   | Significant experience of providing mental health and wellbeing supportExperience of working with bereavement and lossExperience providing mental health assessmentsExperience of managing client riskExperience of participating in district wide professional meetingsExperience of successfully promoting a service to stakeholdersExperience of effective caseload and workload managementExperience of working with partner organisationsLone working, taking personal responsibility of own workloadExperience of working with Health and Social Care professionals | Experience of working in a bereavement serviceExperience developing and delivering training to a wide range of professionalsExperience of minute taking and formulating action logs |
| **Skills**     | Ability to communicate effectively, both orally and in written formAbility to make informed decisions during assessment processesAbility to work as part of a multidisciplinary teamAbility to use own initiativeAbility to deliver agreed action plansGood IT skills necessary for the role including Microsoft packages and client record keepingAbility to keep accurate records and reports in line with GDPRAbility to maintain confidentialityGood interpersonal and communication skills |    |
| **Knowledge**  | Issues affecting bereaved individuals and their support network A good understanding of services within the health and care system A good understanding of recording and analysing client outcome measures eg. Goal Based Outcomes and Adult Attitude to Grief Scale | Understanding of mental health and wellbeing services in WakefieldUnderstanding of wider AgeUK Wakefield services  |
| **Personal**    | Reliable and punctualCommitment to Equality and DiversityWillingness to attend trainingAbility 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 districtSatisfactory DBS checks |   |

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