

AGE UK WAKEFIELD DISTRICT

Job Description

Job Title:	Bereavement Wellbeing 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 wellbeing 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.

Wellbeing 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 organisations.

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 Wellbeing Worker**

Attribute	Essential	Desirable
Qualification	GCSE Maths and English Grade C or equivalent	Professional mental health or psychology qualification or similar
Experience	<p>Significant experience of providing mental health and wellbeing support</p> <p>Experience of working with bereavement and loss</p> <p>Experience providing mental health assessments</p> <p>Experience of managing client risk</p> <p>Experience of participating in district wide professional meetings</p> <p>Experience of successfully promoting a service to stakeholders</p> <p>Experience of effective caseload and workload management</p> <p>Experience of working with partner organisations</p> <p>Lone working, taking personal responsibility of own workload</p> <p>Experience of working with Health and Social Care professionals</p>	<p>Experience of working in a bereavement service</p> <p>Experience developing and delivering training to a wide range of professionals</p> <p>Experience of minute taking and formulating action logs</p>
Skills	<p>Ability to communicate effectively, both orally and in written form</p> <p>Ability to make informed decisions during assessment processes</p> <p>Ability to work as part of a multidisciplinary team</p> <p>Ability to use own initiative</p> <p>Ability to deliver agreed action plans</p>	

	<p>Good IT skills necessary for the role including Microsoft packages and client record keeping</p> <p>Ability to keep accurate records and reports in line with GDPR</p> <p>Ability to maintain confidentiality</p> <p>Good interpersonal and communication skills</p>	
Knowledge	<p>Issues affecting bereaved individuals and their support network</p> <p>A good understanding of services within the health and care system</p> <p>A good understanding of recording and analysing client outcome measures eg. Goal Based Outcomes and Adult Attitude to Grief Scale</p>	<p>Understanding of mental health and wellbeing services in Wakefield</p> <p>Understanding of wider AgeUK Wakefield services</p>
Personal	<p>Reliable and punctual</p> <p>Commitment to Equality and Diversity</p> <p>Willingness to attend training</p> <p>Ability to work in a non-judgemental manner</p>	<p>Experience of working alongside volunteers</p>
Special Circumstances	<p>Full UK Driving Licence (no more than 3 points)</p> <p>Flexible availability (Incl. evenings and weekends)</p> <p>To travel across the Wakefield district</p> <p>Satisfactory DBS checks</p>	

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