

# Job Description



<b>Job Title:</b>	Bereavement Service Manager
<b>Reporting to:</b>	Clinical Director
<b>Accountable to:</b>	CEO
<b>Hours:</b>	18.75 hours per week (2.5 days)
<b>Salary:</b>	£37,890 full-time equivalent (£18,945 pro-rata)

## Job Summary

Deliver and lead the development of a bereavement service for children, young people, young adults and their families across Kent and Medway. Evidencing the CHUMS vision and values through delivery of high-quality evidence-based bereavement support to those in need.

Directly line manage staff, volunteers and those on placement and ensure the safe and effective running of the Bereavement Service including the co-ordination of all interventions - individual support, group interventions, drop ins and online support.

## Overall responsibility

Provide Clinical leadership and operational management to ensure the service is responsive to need and coordinated, facilitated and managed appropriately.

## Duties and Responsibilities

- Support the bereavement team in regular team meetings to drive continuous service improvement and development to comply with best practice and NICE guidelines.
- Develop, maintain and monitor a robust supervision structure and provide supervision to staff, volunteers, and those on placement.
- Oversee and manage clinical risk, ensure triage and assessment processes are adhered to and that risk assessments are undertaken, and a consistent approach is used by all staff.
- Actively participate in the safety of the organisation by identifying potential risks, promoting client and staff emotional safety as well as environmental safety.
- Undertake preliminary assessments for those referred to establish and understand the complexity of the need.
- Recognise the signs and symptoms of trauma and ensure clients, families and staff are responded to through a framework of trauma – awareness.
- Organise and co-ordinate referrals to the service, liaising with staff and volunteers and those on placement.
- Manage own client caseload to deliver appropriate, timely interventions.
- Ensure interventions are 'needs led' for those referred offering a holistic approach.
- Develop and implement a programme of CPD for staff supporting opportunities for continuous professional development.

- Understand and comply with standards and internal processes for safeguarding of CYP and vulnerable adults, monitor causes for concern and support staff through the process of escalation to outside agencies such as Social Care and CAMHS and KPFT.
- Produce clinical quality and outcome reports in conjunction with assistant psychologists, evidencing CHUMS delivery and outcomes to commissioners in a clear and positive way.
- Be a source of clinical bereavement advice, information and assistance to children, young people, young adults and their families and partner organisations, particularly schools, health and social services, both locally and nationally.
- To assist the Clinical Director in the development of systems for monitoring and evaluating the service.
- Embed the CHUMS CONNECT Service User Participation Group across Kent and Medway and harness their voice as a core element of the service.
- Ensure staff are trained in managing their case notes and record keeping in line with best practice and monitor recording them on the PCMIS database.
- Ensure the team are engaged and understanding of the requirements of undertaking good ROM's and that these are recorded pre and post-delivery.
- Oversee and support the management of clinical placements of trainees from different modalities.
- Promote staff wellbeing in consultation with the CHUMS wellbeing committee.
- Promote a philosophy and culture of collaboration both within CHUMS and with key stakeholders.
- Develop strong relationships with other bereavement providers across Kent and Medway with a view to developing a single point of access to ensure no gaps in service provision and reduced waiting times.

## **Service Development**

- Work with the Clinical Director to develop the service and identify areas of unmet need for bereavement support.
- Ensure the service is evidence based keeping updated with best practice and NICE guidelines and implementing new guidelines.
- Take a lead role in the development and implementation of new projects across Kent and Medway to widen access for bereaved children, young people and young adults.
- Represent the Bereavement Service at internal and external events and meetings.
- Where appropriate, contribute to research initiatives relevant to service and strategy.

## Key Relationships

CEO	Accountable to via Clinical Director
Clinical Director	Reports to
Operational Director	Reports to
Bereavement Team	Manages and supports
Volunteers	Manages and supports with volunteer coordinator
Commissioners	Liaises with and attends quarterly review meetings
Placements	Manages and supports
Admin Team	Works with
Triage Team	Works with
CONNECT SUPG	Liaise with
CAMHS	Liaise with
Childhood Bereavement Network (CBN)	Liaise with
Schools/Colleges	Liaise with
CYP and Families	Ensures best practice for clinical delivery

## Planning and Organisation

- Manage bereavement service delivery.
- Manage own caseload and support other clinical staff in managing caseloads.
- Plan, develop and facilitate groups in a variety of community venues.
- Ensure accurate reporting is maintained and produce Quarterly and Annual Reports.

## Physical

- Combination of sitting, standing, walking; frequently in a restricted position.
- Regular travel across Kent.
- Frequent lifting of resources.
- Keyboard skills.
- Assessment tools.

## Patient and Client Care

- Develop and deliver care interventions as appropriate.

## Policy and Service

- Follows policies in own role.
- Implements policies and proposes changes to practice and procedures for own area of working and works in conjunction with the CHUMS team to develop practice for the wider service.

## Financial and Physical Resources

- Personal duty of care in relation to equipment and resources.
- Careful use of all facilities used by CHUMS.

## Information Resources

- Records personally generated information.
- Enters notes onto database.
- Writes reports in relation to the needs of individual children and young people.

## **Research and Development**

- Contributes to regular audit/evaluation and analysis of clinical activity in relation to own work and the wider organisation.
- Undertakes occasional research projects in own specialist area, as required.

## **Freedom to Act**

- Works independently with children, young people, families and volunteers within policies and codes of conduct.
- Has Autonomy to manage the service with guidance and support from Clinical and Operational Director.

## **ADDITIONAL INFORMATION**

### **Mental Effort**

- Frequent intense concentration.
- In-depth proactive mental attention for assessment and during interventions offered to children and young people.
- Intense concentration for facilitating groups for children, young people and parent/carers.

### **Emotional Effort**

- Frequent highly distressing or emotional circumstances in supporting children/young people and their families.
- Frequent dealing with multiple complex issues.

### **Working Conditions**

- Occasional emotional distressing situations.
- Occasional risk of physical/ verbal aggression.

## **GENERAL TERMS AND CONDITIONS**

### **Variation**

This job profile is not intended to be a complete list of duties and responsibilities but as a guide for information to the job and may be reviewed in the light of changed needs and as part of an individual's personal development plan. Any changes will be made following discussion with the post holder.

The post holder will be expected to undertake ongoing personal, professional and management development in line with the responsibilities of the post.

## **Equal Opportunity**

All employees must comply with CHUMS Social Enterprise Equal Opportunities and Equality and Diversity Policies and must not discriminate on the grounds of age, class, race, colour, nationality, ethnic or national grounds, disability, family responsibilities, gender, marital status, religion or sexual orientation or any other grounds which cannot be shown to be justifiable.

## **Health and Safety**

All employees are subject to the requirements of the Health & Safety at Work Act. The post holder is required to ensure that his/her work methods do not endanger themselves or others.

## **Data Protection/Confidentiality**

All employees are subject to the requirements of the Data Protection Act 1998 and must maintain strict confidentiality in respect of patient and staff records and information.

## **Continuing Professional Development**

The post holder will be expected to undertake ongoing personal, professional and management development in line with the responsibilities of the post.

# CHUMS Social Enterprise CIC

## PERSON SPECIFICATION – Bereavement Service Manager

Requirements	Essential	Desirable	Assessed
<b>Education and Training</b>	<ul style="list-style-type: none"> <li>• Clinical or Counselling Qualification recognised by HCPC/BACP/UKCP.</li> <li>• Supervision qualification.</li> <li>• Training in loss and grief.</li> <li>• Evidence of CPD.</li> <li>• Safeguarding level 3 or equivalent.</li> </ul>	Trauma focussed training.	Application/ Interview
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Minimum of 3 years' experience of working with people who are bereaved.</li> <li>• Minimum 2 years management experience.</li> <li>• Demonstrable experience working with complex client caseload including past trauma, multiple bereavements, enduring mental health concerns.</li> <li>• Experience of working in a relevant health or social care environment.</li> <li>• Working with volunteers and trainees.</li> <li>• Group facilitation skills.</li> <li>• Training and experience in family dynamics and psychosocial assessment.</li> <li>• Experience in public speaking.</li> </ul>	Experience of leading and implementing projects.  Experience of providing virtual support.	Application/ Interview
<b>Knowledge and Skills</b>	<ul style="list-style-type: none"> <li>• Excellent communication and interpersonal skills.</li> <li>• Up to date and accurate knowledge of evidence-based best practice for bereavement specialism.</li> <li>• Ability to lead and implement service development projects.</li> <li>• Ability to work independently and as part of a team.</li> <li>• Excellent IT skills.</li> <li>• Knowledge of safeguarding principles and practices.</li> </ul>		Application/ Interview
<b>Personal</b>	<ul style="list-style-type: none"> <li>• Positive and collaborative approach.</li> <li>• Commitment to continuous professional development and service improvement.</li> <li>• Awareness of and responsibility for own emotional wellbeing and resilience – including seeking timely support as needed.</li> </ul>		Application/ Interview
<b>Other</b>	<ul style="list-style-type: none"> <li>• Car driver – essential.</li> <li>• Ability to work flexible hours to meet the needs of the service.</li> </ul>		Application/ Interview