



Job Description

Title:	Babyloss Care Practitioner
Reporting to:	Babyloss Service Lead
Accountable to:	Clinical Director
Hours per week:	Part time 10 hours per week (can be worked flexibly)
Salary Level:	£28,000 per annum FTE

JOB PURPOSE:

As a practitioner in the CHUMS Babyloss Service, you will work as part of the committed team delivering bereavement support to parents and families affected by babyloss. The role would include providing individual sessions of advice and support to adults relating to their experience of babyloss bereavement and co-facilitating peer support groups for service users.

DUTIES AND RESPONSIBILITIES

Communication and Relationships:

- Make initial telephone contact with the person referred within 72 hours of referral
- Offer individual meetings either by telephone, online or face to face
- Support those affected by a babyloss death to identify their current needs, offer practical solutions and advice, and provide ongoing emotional support with grief and loss
- Work collaboratively with other services such as the hospital, health visitors, GP's and other support services
- Deliver individual emotional support sessions for parents, facilitating conversations about babyloss and reducing feelings of shock, grief and overwhelm
- Facilitate peer support groups for parents, grandparents or families
- Have skills of empathy, good listening skills, the ability to build a positive relationship and gain the trust of service users quickly is essential.
- Be able to work with different cultures and diversity.

Key relationships:

Clinical Director/Associate Clinical Director	Accountable to
Babyloss Service Lead	Line managed by
Volunteers	Works with and supports
Placements	Works with and supports
CONNECT – CHUMS Service User Participation Group	Liaise with
AMHT	Liaise with if required
Social care or health services	Liaise with if required
Key stakeholders	Liaise with
Service users	Ensures best practice for clinical delivery

Analytical and Judgemental:

- Undertake initial assessment of service user needs which may include multiple and complex issues
- Assess for risk and monitor service user wellbeing/mental health
- Provide practical and emotional support through regular contact via face-to-face visits and/or support by telephone or video link (Teams)
- To provide information and signposting to organisations that might be able to meet practical needs that arise following a death
- To communicate effectively with other agencies
- To provide appropriate information to professionals about the needs of the service user
- To be aware of referral pathways for other appropriate services

Planning and Organisation:

- Manage own caseload.
- Assist in the co-ordination and facilitation of support groups for adults affected by babyloss
- To assist with the formulation of plans for service development in conjunction with the Service Manager and other members of the team.
- Completion of Routine Outcome Measures

Physical:

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

Patient and Client Care:

- Work collaboratively with service users to identify their current needs and support requirements
- Provide responsive support, adapted to suit the needs of the service user

- Advocate on behalf of the bereaved where necessary and liaise with relevant agencies
- Provide specialist advice to individuals and families to support them negotiate the challenges arising from the babyloss death.
- Manage your own diary and respond in a timely fashion to attend team meetings and training events.

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 and updates case notes on CHUMS database within 24 hours.
- Refers to other agencies where appropriate.

Research and Development:

- Contributes to regular audit/ evaluation and analysis of clinical activity in relation to own work and CHUMS.

Freedom to Act:

- Works independently with service users and volunteers within policies and codes of conduct.
- Has autonomy to manage own caseload

ADDITIONAL INFORMATION:

Mental Effort:

- Frequent intense concentration
- In-depth proactive mental attention for assessment and during interventions offered to service users
- Intense concentration for facilitating groups

Emotional Effort:

- Frequent highly distressing or emotional circumstances in supporting those bereaved by babyloss which may be traumatic

- Frequent dealing with multiple complex issues.
- Use supervision to recognise your own needs for self care

Working Conditions:

- Occasional/frequent emotional distressing situations

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 Opportunity Policy 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
Babyloss Care Practitioner

Requirements	Essential	Desirable	Assessed
Education and Training	<ul style="list-style-type: none"> • Health, education, social care, or counselling qualification • Training in bereavement, loss, and grief 	<ul style="list-style-type: none"> • Accredited member of relevant professional body eg HCPC, BACP • Training in Trauma 	Certificate Interview
Knowledge and Experience	<ul style="list-style-type: none"> • At least two years' experience of working with bereavement • Experience of developing care plans/packages and taking responsibility for service users/clients • Ability to record and report on data relating to professional activity 	<ul style="list-style-type: none"> • Experience of working in a multi-disciplinary setting • Experience of facilitating groups • Experience of providing virtual support 	Application Interview
Skills and Abilities	<ul style="list-style-type: none"> • Excellent communication skills in supporting both service users as well as other professionals • Excellent computer and IT skills 		Interview
Personal Qualities	<ul style="list-style-type: none"> • Empathic facilitating style and the ability to work co-operatively for the benefit of service users. • Ability to cope with high workload and multiple demands on time • Ability to manage time effectively and prioritise workload • Ability to deal with highly distressing and emotive situations • A demonstrated commitment to service development through evaluation and audit 	<ul style="list-style-type: none"> • Have lived experience of babyloss bereavement, or professional experience working with babyloss bereavement 	Interview

Requirements	Essential	Desirable	Assessed
Other Requirements (eg UK driving licence, shift/weekend working, travel away from home)	<ul style="list-style-type: none"> • Car driver • Will be required to travel to visit individuals and families across Bedfordshire • Ability to work flexible hours to meet the needs of the service • Flexible to work occasional weekends and evenings 		Interview

Candidates will only be invited for interview if they meet the essential criteria for this post. The desirable criteria will be used to shortlist where the application of the essential criteria only, produces a large number of applicants.