

Job Description



Job Title:	Bereavement Services Manager
Reporting to:	Associate Clinical Director
Accountable to:	CEO
Location:	Covering Kent and Medway
Hours per week:	22 hours (3 days per week)
Salary:	£40,000 FTE (actual £23,600)

Job Summary:

Deliver and lead the development of the specialist bereavement services for children and young people, and families across Medway and Kent, as a provider under the Kent Therapeutic Alliance and the Medway Therapeutic Alliance. Evidencing the CHUMS vision and values through delivery of high-quality bereavement support.

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

Overall responsibility:

Provide leadership and operational management to ensure the services are responsive to need and coordinated, facilitated and managed appropriately.

Duties and Responsibilities:

- Support the teams in regular team meetings to drive continuous service improvement and development to comply with best practice
- Develop, maintain and monitor a robust supervision and management structure and provide line management to staff and manage the work of the volunteers
- Oversee and manage cases, 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 and staff are responded to through a framework of trauma – awareness.
- Organise and co-ordinate referrals to the service, liaising the triage teams of the Lead Providers in the alliances.
- Manage own client caseload to deliver appropriate, timely interventions
- 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.

- Produce 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 bereavement advice, information and assistance to parents/carers and partner organisations, particularly schools, health and social services
- 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 teams are engaged and understanding of the requirements of undertaking appropriate ROM's and that these are recorded in line with service requirements
- Promote a philosophy and culture of collaboration both within CHUMS and with key stakeholders
- Develop strong relationships with the other partner providers within the Alliances, to ensure joined-up collaboration and cohesive support across the systems.

Service Development

- Work with the Clinical Director, Associate Clinical Director, and the Operations Director to develop the service and meet the support needs of those bereaved by suicide in this area
- Ensure the service is evidence based keeping updated with Bereavement Service best practice standards
- Represent the 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 and Associate Clinical Directors	Reports to
Operational Director	Reports to
Specialist Bereavement service practitioners	Manages and support
Volunteers	Manages and supports volunteers
Lead Providers at Salus and North Kent Mind	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
Relevant networks (eg CBN, SASP)	Liaise with
Schools/ colleges	Liaise with
CYP and families	Ensures best practice

Planning and Organisation:

- Manage specialist bereavement services delivery
- Manage own caseload and support other staff in managing caseloads
- Plan, develop and facilitate groups in a variety of community venues and online

- Ensure accurate reporting is maintained and produce Quarterly and Annual Reports.

Physical:

- Combination of sitting, standing, walking; frequently in a restricted position
- Occasional travel to Kent or Medway
- 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, young people and adults

Research and Development:

- Contributes to regular audit/evaluation and analysis of 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 Directors

Additional Information:**Mental Effort:**

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

Emotional Effort:

- Frequent highly distressing or emotional circumstances in supporting individuals and 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
Specialist Bereavement Manager**

	ESSENTIAL	DESIRABLE	ASSESSED
Education and Training	<ul style="list-style-type: none"> • Qualified therapist, registered with a professional body • Training in bereavement and grief • Evidence of CPD relevant to role • Safeguarding level 3 or equivalent 	<ul style="list-style-type: none"> • Accredited by HCPC/BACP/UKCP • Trauma focused training • Supervision qualification 	Application Interview
Experience	<ul style="list-style-type: none"> • Expertise and proven experience in bereavement support for children and young people • Minimum of 3 years' experience of working with people who are bereaved • Demonstrable experience working with complex client caseload including past trauma, multiple bereavements, enduring mental health concerns • Experience of working in a relevant education, health or social care environment • Working with volunteers and trainees • Group facilitation skills • Ability to communicate effectively with our partners and Lead Providers • Experience of managing a small team of staff 	<ul style="list-style-type: none"> • Experience of leading and implementing projects • Experience of providing virtual support • Lived experience of bereavement 	Application Interview

Knowledge and skills	<ul style="list-style-type: none"> • Excellent communication and interpersonal skills • Ability to lead and implement service development projects • Ability to work independently and as part of a team • Excellent IT skills • Knowledge of safeguarding principles and practices 	<ul style="list-style-type: none"> • Up to date and accurate knowledge of evidence-based best practice for bereavement interventions 	Application Interview
Personal	<ul style="list-style-type: none"> • Positive and collaborative approach • Commitment to continuous professional development and service improvement • Awareness of and responsibility for own emotional wellbeing and resilience – including seeking timely support as needed 		Application Interview
Other	<ul style="list-style-type: none"> • Living in the Kent/Medway area • Car driver essential • Ability to work flexible hours to meet the needs of the service 		Application Interview