

JOB DESCRIPTION - CRUSE BEREAVEMENT SUPPORT ISLE OF MAN

Part Title: Part-time Adult Bereavement Specialist – 20 hours per week

Responsible to: Head of Operations

Purpose of the post:

To ensure that bereaved people receive support in a timely manner in a variety of settings.

Job Summary:

A paid bereavement specialist delivering one-to-one support to adults aged over 18 years of age providing support for all deaths. This support is provided for unexpected or expected bereavements no matter how long has passed since the death.

The role is 20 hours over a Monday-Friday pattern to including one evening a week (to 7pm).

Quality Assurance:

To ensure that bereavement support services are needs-led, relevant to the aims and objectives of Cruse IOM and are effectively managed and evaluated.

The successful post holder will need to complete a criminal record check (DBS) and notify Cruse of any criminal charges or convictions. References will also be taken up.

Keep up to date with Cruse policies and procedures especially those on confidentiality, data protection and safeguarding.

Complete all training required and undertake 15 hours of Continuing Professional Development (CPD) each year.

Impact

Not use Cruse to promote any private practice, nor share details of your or other Cruse staff or volunteers' private practice to Cruse clients or callers.

Location: The post holder will be based in the Cruse IOM office. However, travel will be involved and a full valid driving licence and access to a car during working hours is essential.

Knowledge:

Essential

- Ability to listen and exhibit counselling-like skills
- Knowledge of GDPR legislation, including principles and requirements
- Sensitivity to the differing needs of individuals in working within a diverse client base
- Understanding of service operations and a good understanding of safeguarding
- Understanding of Equality, Diversity and Inclusion in a client service environment

Desirable

- Understanding of bereavement issues, support and services
- Ability to work within a team and calmly under pressure
- Excellent interpersonal skills and communication skills
- Competent in Microsoft Office, and use of digital communication platforms, i.e. Zoom, Teams

Education and training

- Counselling skills (essential)
- Willingness to work outside of normal hours (essential)
- Evidence of good listening skills (essential)
- Completed Cruse Bereavement Support Foundation Training qualification (desirable)

Principal Duties:

- Liaise closely with Head of Operations and Admin team providing advice and support where appropriate. Allocation of clients will sit within the Operations team.
- React to requests, identify and assess the needs of the bereaved adult.
- Keep confidential, regular, accurate and appropriate records relating to individual cases and group events. Once a group has been established (with the correct boundaries) it becomes a closed group for the sessions.
- Signpost where appropriate to other charities and statutory agencies.
- Liaise closely with other agencies and provide advice and support where appropriate.
- Liaise closely with deliverers of other types of therapeutic support.
- Attend scheduled meetings as required
- Interact, develop and maintain relationships with other professionals, research alternative/new resources and techniques and share information.
- Ensure regular and suitable supervision is received.
- Attend training courses to ensure that skills are maintained and enhanced appropriately.

- Identify and source materials and resources for the adult service to be used appropriately and imaginatively in therapeutic sessions individually and in group sessions.
- Maintain high professional standards of conduct, performance and ethics, complying at all times with Cruse policy and standards.
- Ensure all relevant legislation and Cruse IOM policies are adhered to.
- Any other duties commensurate with the scope of this post, which may from time to time be required.

We will:

- Provide all training required to start and develop you in your role.
- Provide regular support and supervision.
- Reimburse travel and incurred because of your work
- Keep our policies up to date and inform you of any changes.
- Provide professional indemnity employer's liability and public liability insurance, when you work within Cruse policies and procedures.
- Provide bereavement information, resources and opportunities for Continuing Professional Development.
- Resolve any complaints, issues or concerns promptly and fairly.
- Communicate respectfully and professionally at all times.
- Treat you with fairness, equity, dignity, and respect in line with our values.
- Work hard to ensure your well-being and self-care is maintained.