



## **KINGSTON BEREAVEMENT SERVICE**

### **SAYING GOODBYE PROJECT SERVICE COORDINATOR**

#### **JOB DESCRIPTION**

Responsible to:	Service Manager and Board of Trustees
Responsible for:	The day-to-day delivery of the Children's Bereavement Service  To be the Safeguarding Lead for the Children's Service
Main purpose of:	To coordinate the counselling and support service for bereaved parents/carers and children who live, work or study or are registered with a GP in the borough of Kingston upon Thames  To ensure the achievement and reporting of the Children's Bereavement Service project outcomes
Hours:	14 hours per week preferably worked over 2 days

#### **MAIN DUTIES**

1. To be responsible for the Children's Bereavement Service by ensuring that client pathways are timely, efficient, and well managed.
2. To manage the allocation process of clients referred to the service according to need and undertaking clinical work e.g assessments.
3. To support and maintain a team of counsellors and supervisors and ensure that they receive regular supervision and support as required.
4. To undertake administration relevant to the Service coordinators role, and work with the Administrator to ensure that adequate record-keeping systems are developed and maintained e.g. Core Net
5. To work with others to organise recruitment, induction training and on-going training for counsellors and supervisors, and ensure they have adequate opportunities to develop their skills, including awareness of external

training/conferences and keep a resource bank of research papers, articles, journals and books.

6. To organise and, with the support of supervisors, carry out the probationary reviews with new counsellors and the annual reviews of all counsellors.
7. To develop appropriate referral systems and liaise and consult with referrers, GPs, Kingston's Community Mental Health Team, voluntary sector organisations.
8. To network and explore opportunities for improved/joint working with statutory and voluntary agencies.
  - a. To maintain effective networks with all principal supporters and stakeholders (including commissioning teams) and ensure KBS is presented in an appropriate and professional manner to its stakeholders so that KBS has a positive reputation as a provider of therapeutic services.
  - b. To seek opportunities to expand, promote and market the role of KBS to develop the organisation.
9. To manage risk in conjunction with the Service Manager and other staff and develop clinical operational policies and procedures.
10. To monitor and evaluate the bereavement counselling service and produce reports using the data management system maintained by the Administrator for funders.
11. To ensure that the Bereavement Service outcomes are achieved and to consider through review where and how improvements to service delivery and administration can be made.
12. To publicise the service as widely as possible and ensure equal access for all.
13. To assist the Service Manager in developing and delivering services in line with the objectives of the current Business Plan.
14. To assist the Service Manager with fundraising activities e.g., developing grant proposals and reporting to donors.
15. To keep abreast of bereavement care research and national and local developments.

#### **OTHER DUTIES**

1. To carry out the above duties in conjunction with the Service Manager and other staff and volunteers supporting the administration.
2. To keep abreast of current good practice in the delivery of a counselling service (including BACP guidelines) and attend training courses, conferences and local meetings and events in the voluntary and statutory sectors as appropriate.
3. To attend regular line management planning and

review meetings and an annual appraisal and to receive paid for clinical supervision.

4. To make regular reports to the Service Manager and Trustees on progress and attend internal/external meetings and make reports for committees as required.

### **Professional delivery of services**

- a. Oversight of all clients, supervisors, protocols, training (external support) and operational policies and procedures of the organisation ensuring best in class professional practice.
- b. Working with the team ensure recruitment of counsellors and set up of appropriate systems for interviewing, taking up references, DBS check etc.
- c. Working with the team to arrange assessments of all clients and allocations to counsellors and adequate record keeping systems are developed and maintained and policies followed.

### **EQUAL OPPORTUNITIES**

Kingston Bereavement Service has a strong commitment towards achieving an equal opportunities environment and expects all employees to promote its policy in the workplace; and undertake training as necessary.

### **PERSON SPECIFICATION**

The following list is the minimum experience, skills, knowledge and abilities that are required by the applicant in order to carry out the above duties.

#### **EXPERIENCE**

1. Experience in coordinating a service, leading a team or project.
2. Has previous experience of working with children, young people and families in a professional or social setting.
3. Experience of working with children and families who are bereaved.
4. Experience of working in a team.

#### **SKILLS, KNOWLEDGE AND ABILITIES**

##### Essential

1. Excellent communication skills to deal sensitively and effectively by phone and face to face with a range of people (such as clients and their carers, counsellors, health professionals, other agencies, etc) and provide written reports, write letters, make verbal presentations, etc.
2. Excellent organisational skills, and ability to work on own initiative and to prioritise workload.

3. Experience of co-ordinating a service or a project for the benefit of others.
4. Excellent counselling skills, with regard to supporting and communicating with bereaved children and families.
5. Understanding of the theory of counselling, especially bereavement counselling, and the value of different counselling approaches (eg person-centred, cognitive behavioural therapy, psychodynamic, integrative, etc).
6. Knowledge of monitoring and evaluation, preferably including experience of data management and analysis.
7. Experience of developing policy and procedures.
8. A working knowledge of the issues and needs of people who are bereaved.
9. Basic numeracy and skills.

#### Desirable

11. Experience of working with partner organisations and donors.
12. Experience of working with volunteers.
13. Experience of making presentations and organising/facilitating at workshops.
14. An understanding of different levels of student counsellor's trainings and needs around placements.

#### **ATTITUDES**

1. A commitment to providing a professional, effective and quality service for bereaved children and families that provides prompt response and is easy to access.
2. A commitment to implementing policy, in particular to ensuring that the equal opportunities policy is implemented in all areas of work.
3. A commitment to working as part of a team.