

<b>Job Description</b>	<b>Grief Support Officer</b>
<b>Reporting To:</b>	Grief Support Manager
<b>Responsible For:</b>	No line management responsibilities
<b>Hours:</b>	25 per week

<b>Description of Job:</b>	The Wimbledon Guild is a local charity with a proud heritage, dedicated to providing people in Merton with help and support in times of need. We aim to help people who are bereaved, or simply planning ahead, with one-to-one support and information. The role is to provide clients with grief support that is tailored to their individual needs. The service is delivered at our base in central Wimbledon or in the client's home. This role requires lone working and the ability to travel across the borough.
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<b>Key Responsibilities</b>	<b>Key Elements/Tasks</b>
<b>Client Responsibilities</b>	<ul style="list-style-type: none"> <li>To deliver high quality grief support to a small caseload of adult clients, working with clients for approximately twelve weeks</li> <li>To carry out initial face to face assessments to identify the kind of support and/or information required</li> <li>To work within guidelines regarding confidentiality and ethics</li> <li>To review outcomes with clients and identify those that would benefit from referral for ongoing support such as in-house well-being groups and talking therapies</li> <li>To accurately record case notes and maintain current, up to date records</li> <li>To receive appropriate and adequate supervision to support good practice</li> </ul>
<b>Department Responsibilities</b>	<ul style="list-style-type: none"> <li>To work positively within the Grief Support team, to provide a reliable and sensitive service</li> <li>To work closely with all the Wimbledon Guild's teams to ensure an effective and professional service</li> <li>To regularly report on service outcomes by collating client case records</li> <li>To contribute to the overall work of the Guild's well-being services</li> <li>To network with external stakeholders to promote the service and represent the service at community events</li> </ul>
<b>Line Management Responsibilities</b>	This role currently does not have any managerial responsibilities
<b>Financial Responsibilities</b>	To be mindful of and adhere to the Guild's financial policies
<b>Organisation Responsibilities</b>	<ul style="list-style-type: none"> <li>To work as part of the team and contribute to the development of services within the Guild</li> <li>To work within the Guild's Equal Opportunities Policy and ensure that its principles are actively incorporated into the planning, delivery and monitoring of services</li> <li>To undertake other duties in line with the needs of the service as directed by the Grief Support Manager</li> <li>To work flexibly as dictated by the needs of the service</li> <li>To attend Guild meetings and training as required maintaining and improving skill and professional knowledge</li> </ul>
<b>Risk Management</b>	<ul style="list-style-type: none"> <li>To work to and uphold the policies and procedures of the Guild</li> <li>To work in compliance with Health and Safety Legislation, the policies on Hygiene, Moving and Handling,</li> </ul>

	<p>Risk Assessment, Safeguarding, lone working etc., where appropriate and to assist in the development and reviewing of essential policies and procedures</p> <p>To maintain the confidentiality policy of the Guild</p> <p>To advise the Head of Community Services, or another senior manager, of any event which may possibly adversely affect the Guild</p>
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<b>Person Specification</b>	<b>Grief Support Officer</b>
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<b>Qualifications, Experience, Skills, Values and Behaviours Required</b>		
	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>	<p>Good general education (min 5 GCSE's A-C or equivalent) including English language and Mathematics</p> <p>Counselling skills training</p>	Counselling qualification
<b>Experience &amp; knowledge</b>	<p>Personal experience of grief</p> <p>Working effectively with people from a range of cultural, ethnic and social groups, regardless of age, religious, gender or sexual orientation</p> <p>Use of counselling skills in sensitive, confidential settings to support people who are experiencing loss</p> <p>Experience of supervised practice</p>	<p>Familiarity with practical issues affecting people who are bereaved</p> <p>Understanding of legal requirements following a death</p>
<b>Skills</b>	<p>Understanding of the grieving process and the impact of loss on adults and relationships</p> <p>Excellent oral and written communication skills</p> <p>Ability to work sensitively with a vulnerable client group</p> <p>Ability to maintain appropriate professional boundaries</p> <p>Ability to manage own workload, work independently and collaboratively as part of the Guild-wide team</p> <p>Ability to manage your own caseload</p>	
<b>Values and Behaviours</b>	<p>Commitment to ensure confidentiality</p> <p>Willingness to attend mandatory training (e.g. safeguarding)</p> <p>Commitment to on-going professional development</p> <p>Openness and willingness to work collaboratively with colleagues</p> <p>Resilience and implementation of self-care</p> <p>Understanding of the impact of personal losses and bereavements on yourself</p> <p>Commitment to ethical practice</p> <p>Understanding of limits of own capability</p> <p>Commitment to provide a quality service and maintain the excellent reputation of the service throughout the borough</p>	