

A group of five diverse children are smiling and posing in a grassy field at sunset. One girl is lying on the grass in the foreground, while others are sitting or standing behind her. The background shows a soft, golden light from the setting sun over a line of trees.

**WINSTON'S
WISH WW**

Giving hope to grieving children

**Bereavement Support Worker
(On-Demand Bereavement Services)**

August 2024

You might be surprised to know just how many children and young people are bereaved of a parent or sibling every year in the UK.

It's around 45,000 - that's more than 100 every day.

Winston's Wish was the first organisation in the UK to provide specialist support to grieving children. Our founder, Julie Stokes OBE, was a true pioneer.

Much has changed over the years, but that pioneering spirit is in our DNA. Our desire to make a difference to as many children and young people's lives as we can remains undimmed. In fact, it is what drives us, and it is at the heart of our delivery model which blends the best of our face-to-face, remote and digital support to make sure that every child, young person, family or professional that comes to us for help can get it. This combined approach also ensures we continue to grow our services and reach even more grieving children and young people in the years ahead.

We are constantly striving to improve what we do embracing new ways of getting our support out there, and doing everything we can to connect and work with other organisations and partners to make sure we can reach the children who need us.

Our vision is a society in which every child can get the help they need when someone close to them dies. That's why we do so much to raise awareness of the needs of bereaved children, to shape the big picture so that they can get what they need.

We are positive, optimistic, courageous, and driven. You will need to be too.

If you are looking to play a pivotal role in an organisation that is passionate about what it does, one in which your contributions will have a direct impact on the lives of our beneficiaries; one in which the stories you hear will sometimes make you smile, sometimes make you cry (and sometimes at the same time) then Winston's Wish might just be the place for you.

You will join us at a challenging time. Our services are in high demand. We have embraced the possibilities and opportunities of digital and remote support alongside our face-to-face work to introduce a blended model of help. We are embarking on a new trajectory that will take us to the achievement of our goals in this rapidly changing landscape.

It is tough out there. Our work can be difficult. You'll help us find new ways to overcome these challenges, as we have been doing since 1992. Then, now, and always.

If you think this is for you then we look forward to hearing more.

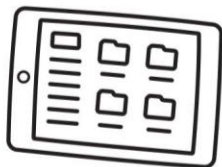
Fergus Crow

Chief Executive



Our services

WEBSITES



You will find a wealth of information and help on our websites, including support and advice following specific types of death, free training for professionals and further information about our services.

winstonswish.org and help2makesense.org

FREEPHONE HELPLINE

Immediate support and advice for young people, parents, carers and professionals, as well as access to our more in-depth, ongoing services. **08088 020 021**
Monday – Friday, 8am - 8pm. *Please visit the website for current opening hours.*



EMAIL SUPPORT



Anyone can email us seeking advice or to ask a question on ask@winstonswish.org and we will get back to you within 48 hours.

INDIVIDUAL AND GROUP SUPPORT

Our Bereavement Support Practitioners provide bespoke individual and family support, as well as opportunities to connect with other parents and children who have faced similar experiences.

CRISIS MESSENGER

Free and confidential support in a crisis 24 hours a day. Text **WW** to **85258**

GRIEF SUPPORT GROUPS

Informal peer support groups for both young people aged 7-25 and for parents and carers. All overseen by Bereavement Support Practitioners.

Please visit the website for more information.

TRAINING



Bereavement training and consultancy for professionals to help ensure that children under their care get the support they need. winstonswish.org/training

PUBLICATIONS & RESOURCES

A range of specialist publications and other helpful resources for professionals, children and parents are available at shop.winstonswish.org



Our impact

From analysis we know that following our support children show improvements in measured difficulties, including stress, emotional difficulties, behavioural difficulties, hyperactive/concentration difficulties and friendship difficulties.



Working at Winston's Wish

OUR VISION

A society in which every child and young person gets the help they need after anyone close to them dies.

OUR MISSION

To make sure no child or young person faces grief alone.

OUR VALUES

- **We put children young people at the heart of everything we do**
- **We are positive and have fun**
- **We never stop learning**
- **We embrace differences**
- **We strive for better**

If these values resonate with you, we would love to hear from you!

WHERE IS WINSTON'S WISH BASED?

We operate a blended working system: most of our team work primarily from home, with travel to our head office or other venues for collaborative working as required. We also hold several face-to-face whole team meetings each year to enable the whole team to get together. The aim of blended working is to provide greater flexibility so that staff can achieve and maintain a strong work-life balance.

Staff who would like to work from an office more regularly are able to book a desk at our head office:

Winston's Wish

Conway House
31-33 Worcester Street
Gloucester
GL1 3AJ



ROLE DESCRIPTION

Job Title: Bereavement Support Worker (On Demand Bereavement Services)

Reporting To: On Demand Bereavement Services Manager

Direct Reports: None

Department: Bereavement Services

Location: Remote with occasional travel within the UK

Hours: Full-time (35 hours per week)

Salary: £34,643 per annum

Role Purpose

You will be responsible for delivering a range of on demand/digital services in order to provide bereavement support, advice and information to and for children and young people, as well as family members and professionals.

Our On Demand Bereavement Service delivery takes place via a number of methods, including: taking calls on our Helpline; providing on demand digital bereavement support through our live chat text-based system; and responding to emails through our ASK email service. The role also involves co-facilitating psychoeducational groups on bereavement for children and young people and parent/carers via online platforms.

Working patterns in the On Demand Bereavement Services team are flexible to allow our services to run between the hours of 8am and 8pm, Monday to Friday. You will be expected to work on a rota basis, covering shifts of either 8am-4pm or 12-8pm as required.

You will need to be confident in your ability to provide support via a variety of remote and digital platforms, being able to respond to immediate requests from children, young people, parents/carers and professionals for support and guidance. You will be an active and involved member of our team and contribute to all aspects of Winston's Wish's work to help us achieve our strategic goals and work towards achieving our vision.

Main Responsibilities

- Maintain a responsive on demand digital bereavement service for service users looking for immediate bereavement support.
- Ensure the safety and wellbeing of our service users through adherence to the organisation's safeguarding policy and practices.
- Work within a team to deliver a range of services including our Helpline, ASK email, live chat and bereavement psychoeducational groups.
- Provide psychological, emotional and practical support to children and young people and parents that is fair and inclusive, in line with Winston's Wish's processes, policies and procedures.
- Maintain accurate records throughout all services, complying with the organisation's recording and reporting requirements.



- Maintain partnerships with schools and other community-based providers as part of the support provided, where appropriate.
- Work with the team to deliver/facilitate digital bereavement psychoeducational or support groups to service users.
- Participate in regular supervision sessions.
- Attend regular team meetings.
- Liaise (and develop professional relationships) with other agencies or professionals and make onward referrals as appropriate.
- Work as a member of the Winston's Wish team, promoting best practice and contributing to the work of others across the organisation.

All Staff

- Contribute to the vision and mission of Winston's Wish; working with colleagues in all teams to meet the objectives of Winston's Wish.
- Work to objectives, targets and work plans agreed with your line manager.
- Undertake specific projects and other ad hoc duties agreed with your line manager, fulfilling any deadlines, reviews and reporting procedures required.
- Take an active part in the one-to-one process and participate in training agreed with your line manager.
- Ensure the health and safety of all colleagues, volunteers and visitors in accordance with Winston's Wish policy.
- Promote equality of opportunity and diversity in accordance with Winston's Wish policy.



PERSON SPECIFICATION

Educational/Professional Qualification

Essential

- Relevant professional qualification in working with children and young people, such as social work, counselling, education.

Experience

Essential

- At least three years' recent experience (in the past six years) and knowledge of working with and providing services to children, young people and/or families.
- Experience of working in bereavement.
- Experience of providing telephone and digital support to children and young people through text, video and telephone, using digital systems.
- Experience of managing challenging situations.
- Demonstrable experience of safeguarding children, young people and vulnerable adults and an ability to practise in a way that promotes this.

Desirable

- Experience of delivering online groups.

Knowledge and Understanding

Essential

- Knowledge and understanding of bereavement, grief and its complications.
- Awareness and knowledge of the emotional and psychological impact of bereavement on children, young people and families.
- Understanding of the needs of bereaved children, young people and families.
- Excellent knowledge of safeguarding legislation, policies and processes and impact on practice.

Skills and Abilities

Essential

- Ability to be at ease with talking about death and grief on a daily basis.
- Demonstrable ability to work within a system of support, maintaining an accurate and confidential system of records.
- Excellent communication skills including active listening skills.
- Excellent interpersonal skills with the ability to confidently build and maintain good relationships with people from diverse backgrounds, ages and cultural beliefs.
- Ability to think quickly and respond with appropriate intervention in a timely manner, especially around risk or safeguarding concerns.



- Emotional maturity and resilience with a strong commitment to self-care and the ability to seek support and guidance when difficulties arise in the course of work.
- A 'can do' attitude.
- Ability to maintain clear professional boundaries at all times.
- Ability to work effectively and flexibly within a team setting.
- Ability to engage in reflective practice.
- Good organisational, data inputting and administrative skills.
- Strong IT skills, including confidence in using multiple IT systems.

Other

- Strong commitment to equality, diversity and inclusion.
- Strong commitment to the vision, mission, purpose and values of Winston's Wish.
- Ability to work effectively as part of a team and a whole organisation.
- Ability to undertake national travel as required for training/meetings, including regular team and whole organisation meetings.
- Ability to work some Friday evenings to support the team in managing services until 8pm.



BENEFITS



25 days' holiday plus bank holidays (pro rata if applicable), with increase for long service



TOIL for out of hours work



Contributory pension scheme



Company sick pay



Employee Assistance Programme



Life assurance



Training loans



Cycle to work scheme



Enhanced family friendly policies



Safeguarding children and safer recruitment

Winston's Wish is committed to safeguarding and protecting the children and young people we work with. All posts are subject to safer recruitment processes including self-disclosure, the disclosure of criminal records and vetting checks. We have a range of policies and procedures in place which promote safeguarding across the organisation.

Every applicant will be required to complete a self-declaration form at the point of application. This will form a discrete part of the recruitment pack but must be returned, in a sealed envelope or as a separate document, with your application form. Self-disclosure forms will only be read if the candidate is shortlisted and called for interview.

Applications that do not contain a completed self-disclosure form will automatically be disqualified.

All offers of employment are made subject to a few background checks. These will include:

- Two professional references from your most recent employer(s) - covering the last five years
- Clarification of any gaps in your employment history
- Verifying originals of your ID documents, including your right to work in the UK
- Verifying originals of your qualification - where they are an essential requirement for the role
- A police check - satisfactory Disclosure and Barring Service (DBS) clearance

Equality, diversity and inclusion statement

We want Winston's Wish to be the best place to come and work, and an organisation that feels as though it reflects the world we see around us in a modern, diverse, 21st Century Britain. We believe this diversity is an asset to be cherished, nurtured and grown.

We are an organisation set up as an open access community service. Increasing the equality of access to that service is at the heart of our new delivery model.



We believe that the services we offer and the makeup of our staff should represent and reflect the communities that we work with and we know that we have a way to go on this. As an employer we are actively working to increase diversity in our organisation by strongly encouraging applications from all sections of the community; by being more proactive about where we advertise our vacancies: rethinking our pre-requisites for employment and ensuring that we are flexible and transparent to encourage the widest range of talented potential applicants to come and work here.

HOW TO APPLY

Please complete our online application form, which can be found at winstonswish.livevacancies.co.uk.

Use of Curriculum Vitae (CVs)

Our policy is to recruit our employees on the basis of their suitability for the work to be done. An application form allows us to compare individuals based on like for like information, and as such we do not accept a CV unless accompanied by a fully completed application form.

Recruitment Timetable

Application deadline: **Monday 9th September 2024**

Interview date: **W/C 16th September 2024**

Interview location: MS Teams

Queries

If you have a query regarding the role, or any aspect of the recruitment process, please call 01242 515157 or contact recruitment@winstonswish.org

Retention of Personal Information

Please see our Privacy Statement, which can be found at www.winstonswish.org/privacy-statement/.

Equality, Diversity and Inclusion

Winston's Wish is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. Should you require the recruitment pack or application form in a different format, or any other adjustments to the recruitment process, please contact recruitment@winstonswish.org.

