

JOB DESCRIPTION



JOB TITLE:	Family Wellbeing Champion – Bereavement Support
REPORTING TO:	Head Of Family Support & Wellbeing
WORKING HOURS:	37.5 hours per week including evenings and weekends (part time considered)
LOCATION:	Reuben's Retreat offices at Glossop & Ashton-under-Lyne
SALARY:	£25,290 (FTE)

OVERVIEW

Walking side-by-side, offering emotional and practical support to families of child loss or those that have a child with medical complexities and may face an uncertain future. Enabling them to create memories cocooned in the sanctuary of Reuben's Retreat underpinned by our army of compassionate hearts.

MAIN PURPOSE OF JOB

To deliver exceptional bereavement support to families bereaved of a child. This will include the delivery of emotional, social and practical support tailored to each individual's needs whilst maintaining a heart-centred approach and working to an administrative and operationally high standard. Also, to arrange and deliver appropriate breaks to allow families to relax, recharge, remember and rebuild, all within a framework which puts safeguarding at the heart of service delivery. To work with the team to design, develop and deliver a wide range of safe, innovative, inspiring, recreational and therapeutic activities for families supported by Reuben's Retreat. This will potentially include the delivery of emotional, social and practical support to families and their complexly poorly children including siblings. To work in partnership with the wider team to monitor, evaluate and continuously improve all support services and all events offered by the charity whilst ensuring that funders agreed outcomes are met.

DUTIES AND KEY RESPONSIBILITIES

- Provision of exceptional support and activity programmes for families bereaved of a child designed in partnership with the Head Of Family Support & wellbeing (FSWB) and the family team overseen by the CEO – offering a provision of excellent wide-ranging support and activity programme for bereaved families.
- Preparation of Risk Assessments and implementation of management plans to ensure all activities are safe for all involved.
- Act as an ambassador for Reuben's Retreat, foster and build key relationships with partner organisations to support all families who need support from the charity.
- Collect qualitative evaluation data and develop a range of formal and informal evaluation methods to measure the changes as a result of the project.
- Ensure targets are achieved in line with our strategy.
- Take individual responsibility for agreed objectives and targets.
- Keep abreast of changes in policy that may impact Family support services.
- Provide an exceptional standard of written communication and competencies around Microsoft Office and its associated programmes.
- Plan, organise, administer, and operate all areas of work effectively and to a high standard.

ADDITIONAL RESPONSIBILITIES

- Respond in a timely fashion to all requests for support, whilst maintaining a heart-centred approach.
- Conduct initial family needs assessment with the family team and CEO to ensure the support that is offered is bespoke, individually designed and appropriate.
- Work with CEO and Family team to review and monitor families that are receiving support and plan the development and progression of all individual and group programmes of activity.
- Plan and implement a calendar of events and activities for different beneficiary groups in partnership with the family team.

- Host events and activities and source suitably skilled and qualified service delivery personnel and appropriate volunteer staff to support individuals, families, events and activities as required. Ensure that all individuals are aware of RR policies and procedures and adhere to them at all times.
- In line with our core values of Authentic – Compassionate – Unique – Trusted, recruit and induct counsellors, therapists and activity providers, verifying their experience, qualifications and suitability to support our beneficiaries.
- Liaise with counsellors and therapists to arrange support appointments and activities and monitor the progress of relationships.
- Ensure that communication channels are in place so that service delivery personnel, volunteers and service users can escalate any concerns and seek support if/when needed.
- The post holder will be expected to work flexibly in a range of venues with regular evening and weekend work.
- During the course of your employment, you may have access to, see or hear information of a confidential nature and you are required not to disclose such information, particularly relating to beneficiaries or staff. All person identifiable information must be held in the strictest confidence and should be disclosed only to authorised people.

This is a description of the job as it is presently constituted. It is the practice of Reuben's Retreat to examine job descriptions from time to time and to update them to ensure they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This will be conducted in consultation with the post holder.

