



# PERSON SPECIFICATION

## Family & Wellbeing Champion – Bereavement Support

[E] Essential criteria

[D] Desirable criteria

### EXPERIENCE

- Previous experience of working within a supportive, empathetic or therapeutic environment (E)
- Experience of working with bereaved individuals (E)
- Experience of designing innovative and creative programmes of support (D)
- Experience of working with children and families with complex and multiple needs (D)
- Experience and knowledge of safeguarding practices and procedures (E)
- Experience of funded projects evaluation (D)

### SKILLS/KNOWLEDGE

- Relevant health/social care/childcare or youth community work qualification to a minimum of level 5 or equivalent (D)
- The ability to communicate effectively with individuals from a range of backgrounds (E)
- Excellent verbal and written communication skills in a wide range of forums (E)
- Understanding of support interventions that reduce social isolation (D)
- A good understanding of the challenges faced by families using Reuben's Retreat support services (D)
- Able to set and manage own priorities, work independently and act on own initiative (E)
- Computer literate, especially in Microsoft Office and its associated programmes including diary management. (E)
- Social media competent (E)
- Exceptional organisational, planning, time-management and administrative skills (E)
- Full driver's license and own car and with regular travel within the local geographical region (and occasionally further afield) (E)

### PERSONAL QUALITIES

- Resilient and have the ability to cope with emotional and traumatic situations (E)
- An empathy with the needs of families of children with medical complexities and those bereaved of a child (E)
- Warm, friendly, energetic and approachable character (E)
- Highly organised with an ability to work to deadlines and multitask (E)
- Tactful, discreet, tolerant, flexible attitude (E)
- Respectful of confidentiality and boundaries (E)
- Treat colleagues and beneficiaries with dignity and respect (E)
- Ability to work well under pressure and manage competing priorities effectively (E)
- Able to work outside of normal office hours as required, including evening and weekend work (E)