



Post: Family Support Worker

Reporting to: Bereavement Practitioner

Hours: Up to 37.5 hours per week (Full-time, Part-time, Job-share considered)

Salary: 24k

Base: Remote working with regular travel locally in designated county and to our office in Pembrokeshire for team meetings and training.

JOB PURPOSE

To assist in the ongoing development and provision of a service that ensures families and professionals can access high quality bereavement support in situations where children or young people are bereaved or have a family member with a life limiting illness.

Sandy Bear provide:

- Family Bereavement Support Services providing a range of responses including:
 - Telephone support and guidance on particular areas of concern for families either pre-bereavement, in the immediate aftermath of a death or in the longer term.
 - Individual and family support sessions.
 - Support groups for parents/carers whose child is attending group.
 - A group programme for children bereaved of someone important in their life.
 - Liaison with schools and other staff working with children and young people to ensure holistic support.
 - Collaborative working with other agencies to provide bereavement support.



The ethos of Sandy Bear Children's Bereavement Charity is:

- To provide support that encourages open communication within the family, both pre and post bereavement, and fosters resilience in bereaved children and young people.
- To provide information for bereaved families about grief and help them understand some of the feelings they may experience.
- To find ways of remembering the person who has died, whilst coping with the challenge of adjusting to living a changed life.
- To provide families with the opportunity to meet others with similar experiences in a safe, non-threatening environment.
- To provide support for those in contact with bereaved families in the course of their work

PRINCIPAL RESPONSIBILITIES

To assist in the development, coordination, and provision of our services in Wales-

- To uphold the ethos of Sandy Bear Children's Bereavement Charity in what is offered to families.
- To work within our guidelines and policies ensuring that practice is standardised, ethical and safe for families, staff, and volunteers. This includes safeguarding, complaints, and grievance procedures.
- To undertake and support assessments of children and families who have been referred to our service under the guidance of a Bereavement Practitioner.
- To provide one-to-one and group work/peer support to children and young people and their families.
- To provide telephone support, advice, and information.
- To work with other agencies as appropriate, sharing expertise, information, skills and resources effectively, ensuring the widest possible area of need is met.
- To empower other professionals by offering advice, resources, and support through joint working, when working with bereaved parents and children.
- To line manage and support volunteers in partnership with the bereavement practitioner.



GENERAL TERMS AND CONDITIONS

Equal Opportunity

All employees must comply with Sandy Bear's Equal Opportunity Policy and must not discriminate on the grounds of race, colour, nationality, ethnic or national grounds, sex, marital status, disability or any other grounds which cannot be shown to be justifiable.

Health and Safety

All employees are subject to the requirements of the Health & Safety at Work Act. The post holder is required to ensure that his/her work methods do not endanger themselves or others.

Data Protection/Confidentiality

All employees are subject to the requirements of the Data Protection Act 2018 and must maintain strict confidentiality in respect of client and staff records and information.

Variation

This job profile is not intended to be a complete list of duties and responsibilities but as a guide for information and may be reviewed in the light of evolving needs and as part of an individual's personal development plan. Any changes will be made following discussion with the post holder.



PERSON SPECIFICATION

REQUIREMENTS	ESSENTIAL	DESIRABLE
EDUCATION, TRAINING AND DEVELOPMENT	<ul style="list-style-type: none"> • Training in working with children, young people and families. • Experience of delivering services and support to children and families either paid or voluntary. 	<ul style="list-style-type: none"> • A qualification, or demonstrable experience of working within health and social care, education, youth work, or with families.
KNOWLEDGE/ EXPERIENCE	<ul style="list-style-type: none"> • Relevant experience of working with children, adults, and families, individually and in groups. • Knowledge of support services available for children and families. • Knowledge of education, social services and primary care services. 	<ul style="list-style-type: none"> • Experience of telephone support and information provision.
SKILLS AND ABILITIES	<ul style="list-style-type: none"> • Ability to work alone and within a multidisciplinary team. • Excellent communication skills. • Computer skills. 	<ul style="list-style-type: none"> • The ability to communicate in Welsh would be advantageous for this position.
PERSONAL QUALITIES	<ul style="list-style-type: none"> • Excellent communicator. • Highly motivated and able to motivate others. • Relates well to children and adults. • Positive attitude, energy and drive. • Passionate about the support needs of bereaved families. • Ability to work under pressure. 	
OTHER REQUIREMENTS	<ul style="list-style-type: none"> • Flexible to work evenings and weekends, and occasional overnight as required. • Full UK Driving License and able to travel to fulfil the role. 	