

Job Description

Job Title	Suicide Bereavement Adviser	Hours	Full time (37.5 hours per week)
Location	Westminster office / hybrid	Contract	Permanent
Reports to	Service Manager	Salary	£25,000 per annum

Purpose

This role is pivotal to our mission - you will be working directly with people who have been bereaved by suicide, helping them to navigate their grief by providing both emotional and practical support.

Activities and tasks

- Manage a caseload of assigned clients.
- Provide emotional and practical support to clients over the phone and via email and SMS.
- Provide a safe space for them to talk about their loss and how it is impacting them, offering them empathy and validation.
- Provide information and advice about practical issues they may be dealing with.
- Where appropriate, refer them to our Counselling Service and help them to fill in the application form.
- Support them to access other relevant services through signposting.
- Log all contacts in our client database (HubSpot), ensuring accurate records are kept and maintained.
- Help to identify gaps in our resources and ways to improve our services.
- Liaise with other relevant organisations to build our connections within the sector and increase awareness of our services.
- Attend and contribute to team and staff meetings.
- Work in accordance with our values and follow all policies and procedures.

Person Specification

Experience and knowledge	Essential	Desirable
Experience of working in a client-facing role	X	
Experience in providing emotional and practical support in a helpline environment		X
Experience of working with people bereaved by suicide		X
Understanding of the grief journey		X
Knowledge of person-centred practices		X

Knowledge of data-protection and safeguarding procedures		X
A relevant professional qualification such as Diploma in Counselling		X
Experience of working in the charity sector		X
Skills and Abilities		
Warm and empathetic telephone manner	X	
Active Listening Skills		X
Ability to communicate clearly and effectively with a wide range of people regarding sensitive and/or complex issues, both verbally and in writing	X	
Ability to work well under pressure and manage an emotionally demanding workload	X	
Ability to work independently and as part of a team	X	
Attention to detail, especially when it comes to record-keeping.	X	
Confidence in using digital apps such as HubSpot	X	
Strong commitment to high standards of service delivery and client care	X	

We are committed to Equality Diversity and Inclusion and we are actively seeking applicants of all backgrounds to represent the diverse population of people that we serve.

All our roles require candidates to go through right to work and DBS checks.