

Suicide Bereavement Advisor - Role Description

Salary	£28,858 per year FTE
Hours	Full time (37.5 hours per week) or part time (min 22.5 hours per week)
Contract	Permanent employee
Location	Westminster but option to work from home 1-2 days a week
Reports to	Service Manager

Purpose

This role is absolutely pivotal to our mission - you will be working directly with people who have been bereaved by suicide, with a particular focus on those who have recently lost someone. You will help them to navigate their grief by providing both emotional and practical support over the phone or via video call.

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 management system, ensuring accurate records are kept and maintained.
- Meet agreed performance standards around call duration, timely note completion and consistent caseload management, in line with our commitment to fairness and consistency for clients and team.
- Help with ongoing initiatives to improve our services, including opportunities to contribute to resource creation, training and presenting, and wider projects.
- Support the Client Care team where needed, including covering the phone line and helping with administrative tasks when available.
- 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.
- Attend training, conferences and workshops in line with continuous professional development.
- Represent the charity at relevant events.
- Work in accordance with our values and follow all policies and procedures.

We encourage applicants who have a background in bereavement, suicide bereavement, prevention, postvention and working with trauma, but we also welcome applicants with experience in other relevant fields and sectors.

Person Specification

Experience and knowledge	Essential	Desirable
Experience of working in a client-facing role	X	
Experience of providing support in a helpline setting		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 caseload	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 platforms 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.

This role requires eligibility to work in the UK and a Basic DBS check.