



Child Bereavement UK (CBUK) supports families and educates professionals when a baby or child of any age dies or is dying, or when a child is facing bereavement. Every year we train c.9000 professionals, helping them to better understand and meet the needs of grieving families.

Role: Bereavement Services Development Lead (London)

Hours: Full-time 37.5 hours per week

Rate: £40,000 per annum (including London weighting)

Reporting to: CBUK Director of Bereavement Support and Education

Base: To be negotiated: CBUK base in Newham or Queens Park, London

ROLE SUMMARY

The post holder will lead on the development and co-ordination of equitable and high quality child bereavement services across London, building on existing service structures, good practice and national guidance; provide supervision and support to the team leads of existing and proposed services across the area; and develop effective, collaborative working relationships across a wide range of organisations, promoting CBUK support, resources and training.

CBUK's Bereavement Services comprise:

- ✱ A national Helpline providing telephone support, information and guidance to families and professionals
- ✱ An interactive website with information and guidance for families and professionals
- ✱ Family Bereavement Support Services in a variety of locations across the UK 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; a booked-call telephone support service; individual, couple and family support sessions; support groups for parents experiencing baby and child death; a family group programme for children bereaved of someone important in their life; a Young People's Advisory Group, a youth service for young people aged 11-25; and liaison with schools and other staff working with children to ensure holistic support
- ✱ National support for families bereaved in particular circumstances: e.g. family support groups for bereaved forces families, families bereaved through homicide.
- ✱ Collaborative working with other agencies to provide bereavement support in a variety of geographic locations across the UK.

The ethos of CBUK's Bereavement Services is:

- ✱ To provide support that encourages open communication within the family both pre and post bereavement and fosters resilience in bereaved parents, children and young people, and confidence in surviving parents
- ✱ 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 coming into contact with bereaved families in the course of their work, including CBUK staff

KEY WORKING RELATIONSHIPS

- ✱ Director of Bereavement Support and Education
- ✱ Head of Training
- ✱ Development Leads
- ✱ Team Leads for London Services
- ✱ Bereavement Support Practitioners and Volunteers across London Services
- ✱ Community and Corporate fundraisers
- ✱ External agencies including statutory service providers in health, social care and education, voluntary and community groups

PRINCIPAL RESPONSIBILITIES.

- ✱ To lead and coordinate CBUK's current bereavement support activity across London.
- ✱ To support the team leads and practitioners in existing London services in providing a programme of individual and family support sessions, family group programmes for children bereaved of someone important in their life, Young People's Advisory Groups, school liaison, and delivering individual, couple and group support for parents bereaved of a baby or child.
- ✱ To support the team leads in the delivery of commissioned services.
- ✱ To provide clinical and managerial supervision for the team leads.
- ✱ To support the Director of Bereavement Support and Education in the selection, recruitment and training of staff.
- ✱ To work with team leads to develop a robust team of volunteers to build capacity in the London services.
- ✱ To uphold the ethos of CBUK's bereavement service in all aspects of the role.
- ✱ To ensure all services work within relevant national and CBUK guidelines and policies, ensuring that practice is standardised, ethical and safe for families, staff and volunteers. This includes child protection, complaints and grievance procedures.
- ✱ To assist the Director of Bereavement Support and Education in the strategic development of services across London.
- ✱ To work with the Head of Training to build awareness of CBUK's professional training and consultancy services across London.
- ✱ To promote awareness of the CBUK website and national helpline as a source of guidance and support for families and professionals across London.
- ✱ To liaise with agencies external to CBUK, building relationships and sharing expertise, information, skills and resources effectively.
- ✱ To work with external agencies and advisory groups to identify gaps in the provision of bereavement services and to identify improvements required to ensure a high quality equitable service across London which meets identified need.
- ✱ To work with the Director of Bereavement Support and Education and the Fundraising team to secure funding for the ongoing delivery and further development of the services.
- ✱ To undertake some clinical work supporting families, particularly in relation to new service delivery or collaborative project work.
- ✱ To facilitate workshops as part of CBUK's national training programme and to contribute to CBUK supervision and consultancy services, as appropriate.
- ✱ To be a member of the Bereavement Support and Education Senior Management Team and to contribute to strategic development plans.
- ✱ To be part of the CBUK team responding to press and media enquiries.
- ✱ To participate in regular supervision and to maintain and improve own professional competence and accountability.

Equal Opportunity

All employees must comply with CBUK's Equality Policy and must not discriminate against anyone on the grounds of race, colour, nationality, ethnic or national origins, religion/faith or beliefs,

sex/gender or gender reassignment, marital or civil partnership status, age, sexual orientation or disability, or any other grounds which cannot be shown to be legally and morally justifiable.

Health and Safety

All employees are subject to the requirements of the Health & Safety at Work Act and are also expected to comply with the Charity's Health & Safety Policy and Operational Guidelines which may vary depending on your job role and working location. The post holder is required to ensure that his/her work methods and behaviour do not endanger themselves or others.

Data Protection/Confidentiality

All employees are subject to legal requirements to protect personal and special categories of personal data in accordance with the Data Protection Act 2018. Everyone is expected to 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 is a guide for information. It may be reviewed and changed in the light of the evolving needs of the Charity 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"> • Recognised current health, educational, social care or counselling qualification • Training in working with children, young people, adults and families • Relevant bereavement training 	<ul style="list-style-type: none"> • Leadership/management training • Supervision training
KNOWLEDGE/ EXPERIENCE	<ul style="list-style-type: none"> • Relevant experience of working with children, adults and families, individually and in groups • Extensive experience of the bereavement sector and working with bereaved families • Experience of service development • Experience of leadership and management of others • Experience of supervision of others • Extensive experience of networking and building relationships with statutory and voluntary services • Understanding of group work/facilitation • Experience of delivering training • Ethnic and culture awareness 	<ul style="list-style-type: none"> • Experience of delivering training in loss and grief • Experience of service evaluation • Experience of working with funders or commissioners. • Experience of media work
SKILLS AND ABILITIES	<ul style="list-style-type: none"> • Ability to work alone and as part of a team • Excellent communication skills • Excellent networking skills • Computer skills 	
PERSONAL QUALITIES	<ul style="list-style-type: none"> • Excellent communicator • Highly motivated and able to motivate others • Positive attitude, energy and drive • Ability to work under pressure 	
OTHER REQUIREMENTS	<ul style="list-style-type: none"> • Current valid UK driving licence with car available for work purposes • Ability to travel across London • Flexible to work evenings and weekends as required 	