



**Post:** Area lead- North Wales

**Reporting to:** CEO/Head of Service

**Hours:** 37.5 hours per week (Full-time)

**Salary:** £33-38k (An expectation that new employees join at the starting point initially)

**Base:** North Wales (A base is available in Pwllheli, though other options may be considered)

### **Job Purpose**

To manage and support county-based bereavement staff and volunteers across the North Wales area. Working closely with peers and other colleagues to assist in the ongoing development, co-ordination and evaluation of our services across Wales. Ensuring that children, young people and families can access high quality bereavement support where a bereavement has occurred, or where they have a close relationship with someone who has received a palliative diagnosis.

Sandy Bear provide Bereavement Support Services offering a range of responses including:

- Telephone and online support and guidance on 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 a group.
- A group programme for children bereaved of someone important in their life.
- Liaise with educational establishments and others working with children and young people to ensure we provide holistic support.
- Collaborative working with other agencies to provide bereavement support to children, young people and families.

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 their special person, 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 management, development, coordination and evaluation of our services through:

- Upholding the ethos of Sandy Bear Children's Bereavement Charity in what is offered to families.
- To work within our guidelines and policies ensuring that our work is standardised, ethical and safe for families, staff, and volunteers. This includes safeguarding, complaints, and grievance procedures.
- Provide leadership, supervision, and ongoing support to a team of bereavement practitioners within a defined geographic area.
- To undertake assessments of children and families who have been referred to our services where complex cases require additional support and/or where safeguarding concerns have been raised.
- To enable and in some instances provide one-to-one support to children and young people and to support group work/peer support with children, young people, and their families.
- To provide telephone support, advice, and information.
- Work closely with agencies as appropriate, sharing expertise, information, skills, and resources effectively, ensuring the widest possible area of need is met.
- To empower other professionals offering advice, resources, and support through joint working, when working with bereaved parents/carers and children and young people within Wales.
- Work with the guidance and leadership of the CEO/Head of Service.
- To deputise for and support other Area Leads, Head of Service, and the CEO when required.



- To have/take on a specialism/lead as part of the team in one or more of the following: Safeguarding, Anticipatory grief/palliative/pre-bereavement, Sudden/traumatic death, Training and development, Volunteering, Welsh Language.
- To line manage and support volunteers and staff (Where funding and resources available) to achieve the above.

## **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"> <li>• Recognised qualification in Health, Social care, Education, Youth, or demonstrable experience.</li> <li>• Training in working with children, young people, adults, and families.</li> <li>• experience of leading and managing a team</li> </ul>	<ul style="list-style-type: none"> <li>• Qualification, or demonstrable</li> </ul>
KNOWLEDGE/ EXPERIENCE	<ul style="list-style-type: none"> <li>• Demonstrable experience of working with children, adults, and families, individually and in groups.</li> <li>• Knowledge of support services available for children and families</li> <li>• Knowledge and understanding of safeguarding policy and procedure</li> <li>• Experience of service evaluation</li> <li>• Experience of management and supervision of others</li> <li>• Experience of working with voluntary services</li> <li>• Experience of liaison and networking with a range of organisations</li> <li>• Knowledge of education, social services and primary care services</li> <li>• Understanding of equality, diversity and inclusion</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of supporting bereaved families.</li> <li>• Understanding of peer group work/facilitation</li> <li>• Previous experience of supporting safeguarding rotas/on call systems</li> <li>• Understanding of and/or training in bereavement support.</li> <li>• Experience of telephone support and information provision</li> </ul>
SKILLS AND ABILITIES	<ul style="list-style-type: none"> <li>• The ability to communicate through the medium of Welsh</li> <li>• Ability to work alone and within a multidisciplinary team.</li> <li>• Excellent communication and listening skills with families and the ability to form compassionate relationships whilst maintaining professional boundaries</li> </ul>	

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	<ul style="list-style-type: none"> <li>• Confident in teaching sessions, public speaking and presentations</li> <li>• positive approach to future growth and change within the charity</li> <li>• Computer skills</li> </ul>	
PERSONAL QUALITIES	<ul style="list-style-type: none"> <li>• Excellent communicator- Strong interpersonal skills with the ability to provide empathetic, non-judgmental support.</li> <li>• Highly motivated and able to motivate others.</li> <li>• Show initiative and be proactive when managing own/other caseloads</li> <li>• Relates well to children, young people and adults.</li> <li>• Positive attitude, energy, and drive.</li> <li>• Passionate about the support needs of bereaved families.</li> <li>• Ability to work under pressure and to remain calm, composed, and professional in challenging situations.</li> <li>• Strong leadership abilities, with a supportive and collaborative approach to team management.</li> </ul>	
OTHER REQUIREMENTS	<ul style="list-style-type: none"> <li>• Flexible to work evenings and weekends, and occasional overnight stays as required.</li> <li>• Full UK Driving License and own vehicle. (<i>The geographic nature of this role is such that reliance on public transport is often not possible</i>)</li> </ul>	