

Job Description
Amparo (Suicide Bereavement) Team Leader
Listening Ear

Job title:	Amparo Team Leader (Thames Valley)
Salary:	£27,741 - £29,577 pro rata
Hours of work:	0.5 FTE
Working Days:	Flexible, as agreed
Employer:	Listening Ear (Merseyside) - abbreviated as LE below
Base:	Home based in Thames Valley with travel across Berkshire, Oxfordshire and Buckinghamshire
Accountable to:	CEO
Contract Term:	Fixed term for 3 years with potential for extension

1. Key Working Relationships

- CEO
- LE's Senior Management Team and Amparo Team Leaders based in other regions across England
- Team of locally based Suicide Liaison Workers
- Wider LE staff and volunteers
- Service Commissioners and Managers
- LE clients across relevant contracts
- Other external stakeholders within local Postvention and bereavement support pathways

2. Job Purpose

- Working as part of LE's new 'Amparo' service operating across Thames Valley, supporting people bereaved by suicide
- To supervise a team of Suicide Liaison Workers within the Thames Valley area, as appropriate including co-ordinating and facilitating Line Management /Team meetings
- To support staff working with people that have been bereaved by suicide
- To undertake the full recruitment process for new staff and volunteers
- To oversee staff case management with a view on case closures
- To carry an Amparo caseload that includes providing information and timely 1:1 support to people exposed to or bereaved by, suicide, including:
 - Making initial contact with those bereaved/affected including offering condolences, explanation of service, checking who else is affected or bereaved, addressing immediate issues or concerns
 - Undertaking timely initial assessments and coproducing an individualised Support Plan with beneficiaries
 - Providing support regarding the feelings and emotions that arise as a result of being exposed to or bereaved by suicide, offering a non-judgmental safe space for active listening

- Assistance and advocacy for practical matters and procedures that take place after a death (police investigation, Coroner's inquest, the funeral, media attention, wills, who to inform about the death etc.)
- Referring or signposting individuals to other local sources of support both statutory and non-statutory support across the Amparo footprint
- Inviting beneficiaries to attend local support groups e.g. Survivors Of Bereavement by Suicide (SOBS)
- Providing information for suicide audit, where consent is given by the bereaved
- Acting as an advocate for those exposed to or bereaved by suicide and significant others.
- Providing support Face-to-face, over the phone, via video call, or via SMS/Email as per each client's preferences
- To support the delivery of Community Response Plans, including:
 - Providing advice and support to wider community and vulnerable groups, particularly if concerns regarding potential cluster/ contagion suicides, e.g. schools, workplaces or community groups.
 - To provide group debrief support as part of the CRP response
 - To develop and facilitate regular group work when appropriate
- To work as part of the wider Postvention, suicide prevention and bereavement pathways in the region, including:
 - Working in partnership with other relevant agencies to reduce suicide risk
 - Attending local suicide reduction partnership meetings across Berkshire, Oxfordshire and Buckinghamshire
 - Supporting and contributing to the development of a new traumatic bereavement guide for the region
 - To deliver activities to both raise the profile and referrals into the service, as directed
 - To coordinate and attend stakeholder events including local Memorial Services, service awareness sessions, collaborative workshops, community drop-in sessions
- Evaluate the effectiveness and efficiency of the service for different client groups, e.g. Families, emergency services personnel, workplaces, schools and community groups.

3. Overview of Responsibilities

Maintaining an Accessible Service

- To hold appointments with beneficiaries that comply with contractual standards and KPIs
- Provide non-judgmental and accessible support, treating all beneficiaries with unconditional positive regard
- Working with colleagues/managers to facilitate reasonable adjustments for beneficiaries with additional communication/access needs wherever possible
- To accurately complete all records, in accordance with the DPA/GDPR, maintaining client confidentiality at all times
- To be responsible for liaising with staff/volunteers and other referring bodies

Premises and Physical Resources

- To ensure LE complies with all health and safety requirements in accordance with relevant legislation where appropriate and to escalate concerns to the appropriate managers within LE.
- To ensure the proper maintenance and security of premises and equipment
- To take personal responsibility of their own H&S at work and that of other people

Information Management and Technology

- To maximise the use of IT systems, PowerBI and Lamplight (LE's case management and business intelligence systems.)
- To highlight any gaps in IT knowledge within supervision so that LE can provide appropriate training

Communications

- To develop positive long-term relationships with direct reports, managers and stakeholders.
- To provide written reports, case studies and information as requested.
- To communicate clearly and appropriately with internal colleagues and to actively promote a positive regional team environment, acting as a positive role model and supporting staff welfare within a values-driven organisation.
- To act as an LE ambassador at all times and raise any concerns with LE managers.
- To attend LE meetings and follow up any agreed actions as required.
- Ensure good liaison exists between self, external agencies and clients, attending essential external meetings and taking a Making Every Contact Count/No Wrong Door approach to support.
- To produce regular statistical reports in line with contract requirements including case studies as requested.

Quality Assurance

- To adhere to the BACP Ethical Framework
- To work with a wide range of beneficiaries, supporting a range of presenting issues.
- To work within professional guidelines including NICE Suicide Prevention quality Standards and the Support After Suicide Partnership Core Standards
- To follow LE's robust systems, policies and procedures at all times which provide safe and effective client care and that minimise risk.
- To engage with the organisational system for reporting and learning from critical incidents.
- To actively participate in regular clinical and line management supervision.
- To engage with the organisational system for reporting and learning from critical incidents.
- Provide evidence of current working knowledge of Safeguarding/Child Protection and Risk Procedures.
- Attend mandatory annual Safeguarding/Child Protection training to update this knowledge.

Service Development

- To keep up to date with changes in practice and participate in training and education identified at line management and/or professional and personal development plan.
- To work with colleagues to develop services in partnership with relevant agencies
- To research and keep aware of new initiatives around Suicide prevention/postvention.
- To manage regional team development in the event of further services becoming operational in the South of England.

General

The post holder will be expected to undertake duties relating to the work of LE as appropriate to the grade of this post or as delegated. The job description is not exhaustive and will be subject to adjustments in relation to the needs of a developing service and the skills and experiences of the post holder.

4. Person Specification: Amparo Team Leader

No	Criteria	Essential	Desirable
1	Qualification in Community work/Social Work/Psychotherapy/Counselling	E	
2	Member of relevant professional body		D
3	Professional relevant accreditation		D
4	Suicide prevention trained e.g. ASIST/STORM, critical incident/cultural competency trained	E	
5	3-years post qualification experience supporting vulnerable people with complex needs on a 1:1 basis, in a person-centred and coproduced manner	E	
6	Experience of conducting initial risk-assessments	E	
7	Experience of working with single and complex trauma including people affected by suicide	E	
8	Operating within confidentiality policy and data-sharing protocols, ensuring personal records are accurate, safe and confidential.	E	
9	Experience of local/national suicide prevention/postvention services		D
10	Demonstrate high levels of resilience and ability to self-monitor	E	
11	Coordinating and promoting events, networking, establishing partnerships, cascading information	E	
12	Experience of triage and risk assessments	E	
13	Running on-site debrief and training sessions in communities	E	
14	Experience of coordinating a team	E	
15	Experience of supporting staff with risk/safeguarding	E	
16	Engaging with statutory services to be part of reviews/panels as needed, e.g. domestic abuse	E	

17	Experience supporting beneficiaries within a Support Plan by using the least restrictive and intrusive option possible	E	
18	Experience and examples of working with diverse groups, treating all with dignity and respect in line with the Equality Act 2010	E	
19	Resident of Berkshire, Oxfordshire and Buckinghamshire	E	
20	Living experience of suicide bereavement		D

Person Specification: General Criteria for Listening Ear Employees

1	Experience of working on own initiative in a supportive environment	E	
2	Excellent administrative skills, with the ability to prioritise work and to manage a number of cases and priorities	E	
3	Flexible working across a range of duties and across our range of opening hours including evenings and weekends	E	
4	Excellent team working and communication skills both verbally and in writing	E	
5	A positive contributor to achieving team goals	E	
6	Demonstrate excellent knowledge of safeguarding and child protection practices and also ability to provide support to staff and volunteers	E	
7	A calm approach to problem solving and to working in a busy team environment	E	
8	A willingness to undertake training as required	E	
9	Strong ethical values, personal integrity and the ability to work within the principles of confidentiality	E	
10	An understanding and commitment to a client focused approach	E	
11	An awareness and understanding of diversity and equality issues and work in a non-judgemental way with people from all backgrounds	E	
12	Evidence of resilience and experience of working on own initiative with minimum of supervision, with the ability to remain professional under pressure	E	
13	Excellent IT skills with the ability to effectively complete impact monitoring systems and to create professional reports for external agencies.	E	
14	Able to travel across the region with full driving licence and access to own car	E	

Why Listening Ear?

- ✓ Face-to-face training, induction and warm welcome provided at our headquarters in the North West to meet colleagues and welcome you to Listening Ear
- ✓ Values-driven organisation supporting vulnerable people across England
- ✓ Work within a BACP-Accredited Organisation that delivers Postvention support recognised by SASP and PHE as best practice
- ✓ Annual Training and CPD Allowance



- ✓ Funded external Clinical Supervision
- ✓ We support flexible home working practices
- ✓ Access to free and confidential counselling provided through LE's Insurance Provider, to support staff welfare
- ✓ 50% contribution to BACP accreditation fees (if applicable to role)
- ✓ Pension contribution at 3%