

Job Description

Suicide Bereavement Liaison Worker

Listening Ear

Job title:	Suicide Bereavement Liaison Worker (Coventry and Warwickshire)
Salary:	£24,982 - £27,041 pro rata
Hours of work:	Full Time, Part Time and Job Shares available Coventry and Warwickshire
Working Days:	TBC, negotiable
Contract:	Permanent, Fixed Term or Sessional Work Available
Employer:	Listening Ear (Merseyside) - abbreviated as LE below
Base:	Home based (With travel across Coventry and Warwickshire)
Accountable to:	Amparo Team Leader (Coventry and Warwickshire)
Contract term:	Fixed term for 3 years with potential for extension

1. Key Working Relationships

- LE's Senior Management Team
- Amparo Team Leader Coventry and Warwickshire
- Colleagues within the local Suicide Liaison Worker team and nationally
- The local Children and Young People's Counsellor
- The local Strategic Implementation Lead
- Wider LE staff and volunteers across England
- 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 Coventry and Warwickshire, supporting people bereaved by suicide
- Providing information and timely 1:1/group 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
 - Sending out Information Packs to beneficiaries and those affected
 - 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
- Making referrals to Amparo's local Children and Young People's Counsellor, to ensure any CYP requiring mental health support are referred in a timely manner and taking a Whole Family Approach to Assessment and Support
- Providing support to Amparo's Team Leader and Strategic Implementation Lead to embed the service in local pathways and to deliver capacity-building activities within the CYP sector
- To support the Amparo Team Leader with the delivery of Community Response Plans, facilitating debrief sessions and 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
 - Supporting activities to both raise the profile and referrals into the service, as directed
 - To attend and support the Team Leader in coordinating stakeholder events including local Memorial Services, collaborative workshops, community drop-in sessions

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
- To hold appointments in accessible locations and community venues or using technology as appropriate to client preferences and needs

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, Power BI 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

- Act as LE ambassadors at all times and raise any concerns regarding LE directly with line managers
- To develop positive long-term relationships with stakeholders
- To provide written reports, case studies and information as requested
- Ensure good liaison exists between self, external agencies and clients, attending essential external meetings
- To communicate clearly and appropriately with internal colleagues, including volunteers and to actively promote a positive team environment
- Attend LE meetings/ training as required and follow up any agreed actions.

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.
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- 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 research and keep aware of new initiatives around Suicide prevention/postvention.

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.

Person specification – Suicide Liaison Worker

No	Criteria	Essential	Desirable
1	Qualification in community work/ social work/ psychotherapy/ counselling – level 4	E	
2	Two years post-qualification experience working in a helping profession	E	
3	Professional accreditation, or working towards appropriate accreditation		D
4	Relevant suicide prevention training e.g. ASIST, STORM, critical incident training and cultural competency training		D
5	Evidence of continuing CPD and an excellent knowledge of safeguarding Adults/ children and young people and knowledge of child protection practices.	E	
6	Experience of conducting initial triage and risk assessments (including multi-agency and Whole Family Approach)	E	
7	Experience supporting beneficiaries within a Support Plan by using the least restrictive and intrusive option possible	E	
8	Working with single and complex trauma	E	
9	Experience and examples of working with diverse groups, treating all with dignity and respect in line with the Equality Act 2010 including all 9 protected characteristics.	E	
10	Demonstrate an understanding of GDPR. Have the ability to operate an appropriate confidentiality policy, keeping people's personal records, (including medical records), accurate, safe and confidential.	E	
11	Knowledge of Trauma Informed Care and Adverse Childhood Experiences (ACE's)		D
12	Experience of facilitating and delivering groups		D
13	An understanding of mental health services in the voluntary sector including local/national suicide prevention/postvention services		D
14	Experience of mentoring volunteers		D
15	Living experience of bereavement by suicide		D
16	Full clean driving license and access to a car for mobile working	E	
17	Resident of Coventry or Warwickshire	E	
18	Ability to travel for the role in order to meet clients in their own homes or in community venues and attend professional meetings as required	E	

Person Specification: General Criteria for Listening Ear Employees

1	Excellent administrative skills, with the ability to prioritise work and to manage a number of cases and priorities	E	
2	Flexible working across a range of duties and across our range of opening hours including evenings and weekends	E	
3	Excellent team working and communication skills both verbally and in writing	E	
4	A positive contributor to achieving team goals	E	
5	Demonstrate excellent knowledge of safeguarding Adults/Children and young people and knowledge of child protection practices	E	
6	Demonstrate an understanding of GDPR. Have the ability to operate an appropriate confidentiality policy and keep people's personal records, (including medical records,) accurate, safe and confidential.	E	
7	A calm approach to problem solving and to working in a team environment	E	
8	The flexibility to undertake LE and other training as required, (either locally or nationally) and to attend LE meetings 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-judgmental 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	

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%