**Job Description**

**Suicide Bereavement Liaison Worker (Kent & Medway)**

**Job title:** Suicide Bereavement Liaison Worker

**Salary:**  £27,344 to £29,439 per annum

**Service:** Amparo Suicide Bereavement Liaison Service

**Hours of work:**  Full Time (35 hours per week)

**Working Days:**  Monday to Friday

**Employer:**  Listening Ear (Merseyside) - abbreviated as LE

**Base:**  Home-based living in Kent & Medway with travel across the whole geographical footprint

**Accountable to:**  Amparo Team Leader

**Contract term:**  Permanent

**Deadline:**  5th May 2025 at 17:00

**Purpose**

Research has indicated that 10% of people affected by suicide bereavement attempt to take their own lives[[1]](https://listening-ear.co.uk/jobs/suicide-bereavement-liaison-worker-lancashire-2/%22%20/l%20%22_ftn1).

Amparo is a nationwide Suicide Bereavement Postvention Service, providing practical and emotional support to people bereaved or affected by suicide. Our experienced Liaison Workers assist people who have been bereaved or affected by suicide, in accessing the support they need, whilst helping with a range of practical matters, such as: liaising with police and coroners; helping with media enquiries; preparing for and attending inquest and helping beneficiaries to access wider services in their local communities.

Amparo is delivered across England, and our service in the Kent & Medway area requires a new Suicide Bereavement Liaison Worker to join the team.

**Role Overview**

Are you passionate about supporting individuals who have been affected by suicide bereavement? Listening Ear is looking for a compassionate and dedicated Suicide Bereavement Liaison Worker to join our Amparo Service in Kent & Medway. This is a home-based role, with travel required across various locations within the region, where you will provide vital emotional and practical support to those impacted by suicide.

As part of this position, you will have the opportunity to make a meaningful difference by helping people navigate the complex aftermath of a suicide. Your work will involve everything from assisting with inquests and police investigations to offering emotional support and signposting beneficiaries to additional resources. Your efforts will directly contribute to reducing isolation and providing hope to those in need.

This is a rewarding opportunity within a nationwide service, working alongside a dedicated and empathetic team. If you are looking for a role where you can truly make an impact, we invite you to apply before 5th May 2025 at 17:00.

Join us and be part of an organisation that promotes equality, diversity, and inclusion while offering ongoing training, flexible home-working options, and a supportive work environment.

**Core Duties**

* To provide 1:1 practical and emotional support for people who have been exposed to or bereaved by suicide, working over the phone, via email/text and face-to-face.
* Practical support may include assisting beneficiaries with; police investigation, inquest, media attention, wills, funeral arrangements, attending/accompanying meetings with agencies, support with closing accounts and/or paperwork, signposting/referring to wider agencies, completing checklists and advocating for beneficiaries to access wider services and progress through waiting lists.
* Emotional support may include; providing a safe and non-judgmental space for beneficiaries to tell their story in their own words, normalising complex emotions, reducing isolation, providing scheduled check-ins, active listening, providing coping strategies and signposting/referring on to external counselling services for more in-depth support.
* To undertake person-centred initial assessments in line with agreed process maps for the service.
* To use information gathered through the initial assessment process to develop appropriate support plans with beneficiaries, ensuring written materials and communication approaches are accessible and tailored to each individual’s needs.
* To refer or signpost individuals to other local sources of culturally appropriate support, including both statutory and non-statutory services.
* To act as an advocate and champion the rights of people exposed to or bereaved by suicide, who may have experienced stigma, discrimination, harassment and/or trauma as a result of their experiences or protected characteristics
* To work in partnership with other relevant agencies to reduce suicide risk, provide high quality support services and to evaluate the effectiveness and efficiency of the service for different client groups, e.g. Families, emergency services personnel, workplaces, schools and community groups.
* To work flexibly from local community venues, offering a friendly and familiar presence through information and drop-in sessions and attendance at events.
* To show understanding, respect and sensitivity for each person’s unique lived experiences of being bereaved by suicide
* Attendance at wider Amparo events such as Community Response Plans and Remembrance Services.
* Use LE’s IT systems (Power BI and Lamplight) to record data (training will be provided).
* To complete data collection, reports and case studies on service activity for the purposes of commissioner, fundraising, board or other required reports.
* To develop a full understanding of Amparo services, policies, procedures and process maps delivered across the Kent & Medway region.

**Wider Responsibilities**

* Completion of LE’s mandatory induction and training modules including Safeguarding & Child Protection.
* Escalate any Safeguarding or Risk concerns to our on-call Safeguarding Leads, in line with our policies and procedures which provide safe and effective beneficiary care.
* Ensure that records are stored confidentially following LE’s GDPR policy.
* Professional liaison with staff, volunteers, people with living experience of suicide bereavement, third sector organisations and other referring bodies.
* Compliance with all health and safety requirements in accordance with relevant legislation where appropriate and to cascade concerns to the Team Leader and other managers within LE.
* To ensure the proper maintenance and security of premises, laptop and iPhone.
* To attend 1:1 line management every 4 weeks and follow up any agreed actions as required.
* Undertake training/ education identified in supervision and/or professional and personal development plan.
* To work with colleagues to develop services in partnership with relevant agencies.
* The post-holder will be expected to undertake duties relating to LE’s work as appropriate to the grade of this post. 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 postholder.

# Key Working Relationships

* Team Leader
* Projects & Partnerships Lead
* Colleagues within the Amparo Kent & Medway Team
* Amparo colleagues across England (we use Microsoft Teams to connect remotely on a day-to-day basis)
* LE’s Senior Management Team, wider staff and volunteers
* Service commissioners, managers
* Other external stakeholder organisations across Statutory/ Blue Light services, Local Authorities and third sector networks
* Amparo beneficiaries who have been bereaved and affected by suicide

**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 support recognised by the Support After Suicide Partnership and Public Health England as best practice
* Annual Training and CPD Allowance to support growth and career development
* We support flexible home working practices and you will be supplied with an iPhone and laptop, plus a DSE Assessment during induction to support safe and comfortable home working
* Access to free and confidential counselling provided through LE’s Insurance Provider, to support staff welfare
* Pension contribution at 3%
* Daily informal communications with colleagues via remote platforms
* Annual festive celebration with colleagues

**Equality, Diversity & Inclusion at Listening Ear**

Through effective governance and management, we are committed to:

* promoting equality, diversity and social inclusion amongst our clients, staff, and partners and all those we work with;
* challenging and eradicating discrimination wherever we encounter it on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation;
* treating everyone with dignity and respect at all times;
* providing responsive and accessible services that meet individual needs;
* reviewing and auditing our equality, diversity and inclusion activities;
* ensuring we keep our approach up to date with changes in society, legislation and regulation.

We take seriously our legal duty to provide all our services and employment opportunities fairly and without discrimination, and we keep to all relevant codes of practice.

**To Apply**  
Please complete the covering document (found [here](https://listening-ear.co.uk/wp-content/uploads/2024/08/Covering-Document-SLW.docx)) and return it along with an up-to-date CV by 5th May 2025 at 17:00. Submit your application: Please send your application to [HR@listening-ear.co.uk](mailto:HR@listening-ear.co.uk).

**Hiring Process**

At Listening Ear, we are committed to providing a smooth and transparent hiring experience for all candidates. Our streamlined process ensures clarity and effective communication every step of the way:

1. **Submit your application**: Please send your application to [HR@listening-ear.co.uk](mailto:HR@listening-ear.co.uk).
2. **Confirmation of receipt**: You will receive an automatic email confirming that we've received your application.
3. **Initial notification**: Within 5 days after the closing date, our internal team will notify you whether you’ve been successful in moving forward.
4. **Screening interview**: A screening interview will be conducted via Microsoft Teams with our internal recruiter.
5. **Second interview**: If shortlisted, you’ll have an interview with the hiring manager and relevant team members, conducted via Teams or in person, depending on your location.
6. **Offer**: Successful candidates will receive a formal offer following the interview.

We look forward to reviewing your application and potentially welcoming you to our team!

**Person Specification**

**Suicide Bereavement Liaison Worker (Kent & Medway)**

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| --- | --- | --- | --- |
| **No** | **Criteria** | **Essential** | **Desirable** |
| 1 | Qualification in community work/ social work/ psychotherapy/ counselling or similar | E |  |
| 2 | Three years post-qualification experience working in a helping profession | E |  |
| 3 | Experience of supporting vulnerable beneficiaries on a 1:1 basis | E |  |
| 4 | An ability to accurately record information and data within a CRM system and/or database | E |  |
| 5 | Evidence of continuing CPD and an excellent knowledge of safeguarding and child protection practices | E |  |
| 6 | Demonstrate high levels of emotional resilience and ability to self-monitor | E |  |
| 7 | Resident of the location required for the role and willing to undertake occasional evening/weekend work. | E |  |
| 8 | Demonstrable experience of working in partnership with statutory services to deliver person-centred care |  | D |
| 9 | Experience of conducting initial assessments (including multi-agency and family assessments) |  | D |
| 10 | Living experience of suicide bereavement. This must be at least one year on from the bereavement and/or completion of any therapy to ensure the duty of care we have to our staff and beneficiaries. |  | D |
| 11 | Demonstrable experience of gathering beneficiary feedback to shape service design |  | D |
| 12 | Suicide prevention trained e.g. ASIST/STORM, critical incident |  | D |
| 13 | Experience working with Adults, Children and Young People |  | D |
| 14 | Knowledge of Trauma Informed Care and Adverse Childhood Experiences |  | D |
| 15 | An understanding of mental health services in the voluntary sector |  | D |

**Person Specification: General Criteria for all LE Staff**

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| **No.** | **Criteria** | **Essential** | **Desirable** |
| 1 | Experience of working on own initiative in a supportive environment | E |  |
| 2 | Excellent administrative skills, with the ability to prioritise work, problem solve and to manage a number of cases and priorities | E |  |
| 3 | Excellent team working and a positive contributor to achieving team goals | E |  |
| 4 | Excellent communication skills both verbally and in writing | E |  |
| 5 | Strong ethical values, personal integrity and the ability to work within the principles of confidentiality | E |  |
| 6 | An understanding and commitment to a client focused approach | E |  |
| 7 | An awareness and understanding of Equality & Diversity and work in a non-judgmental way with people from all backgrounds | E |  |
| 8 | Courage to challenge any unconscious bias or assumptions with openness and integrity | E |  |
| 9 | Excellent IT skills with the ability to effectively populate report templates for external agencies. | E |  |
| 10 | Full, clean driving licence and access to a car |  | D |

[1] Pitman A, Osborn D, King M, Erlangsen A. Effects of suicide bereavement on mental health and suicide risk. Lancet Psychiatry. 2014 Jun;1(1):86-94. doi: 10.1016/S2215-0366(14)70224-X. Epub 2014 Jun 4. PMID: 26360405.