

# Newham Bereavement Service (NBS)

# Job Description and Person Specification

# Groups and Workshops Facilitator

# Job Title: Groups and Workshops Facilitator - NBS

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**Grade:** NJC scale point 14-20 (currently £26,719- £29,630) per annum inclusive of Inner London Weighting). Based on NJC 14, for 21 hours per week, this is currently £16,031 per annum (Inc ILW)

**Hours:** 21 hrs per week

**Accountable to:** CEO

**Supervised by:** Newham Bereavement Service Coordinator

**Location:** London Borough of Newham

**Contract Term:** Initially one year contract, until 30th Sept 2022 (extension pending further funding agreement)

**Closing Date:** 12noon, Monday 15th November 2021

**About Mind in Tower Hamlets and Newham**

We are a local, registered charity affiliated to national Mind. The organization supports those with mental health issues in Tower Hamlets, Newham and Redbridge towards recovery and leading a better life.

**Background**

We work with communities from diverse backgrounds and continually invest in building an inclusive organisational culture with diverse leaders through active Listening, Learning and Leading.  Over the last 18 months we have explored racism and the impact that this has had on the lives of our clients and staff. This has resulted in the development of our strategic objective towards becoming an anti-racist organization (ARO).

**Service Model**

The Groups and Workshops Facilitator plays an important role in the operation of the Newham Bereavement Service’s hub model, as illustrated in the description of the bereavement hub model and the organizational chart for the service below.



**Staffing Structure**



**Overall Purpose of the Post**

The role will work collaboratively with the NBS coordinator and team to deliver the NBS service for residents of the London Borough of Newham experiencing bereavement. The ideal candidate will have a counselling background with experience of group facilitation, supporting volunteers and community engagement.

**Key Responsibilities of this post**

**1. Promotion and Awareness Raising:**

* To identify and develop effective ways of reaching out to communities across the London Borough of Newham to promote the Newham Bereavement Service,
* Support the development of marketing materials and promotion of the service through a range of media and communication channels
* Through effective research and engagement approaches identify ways of improving the quality and cultural relevance of the service, from seldom heard and under-represented groups
* To design and deliver culturally sensitive presentations and workshops to community groups, health professionals and the local community to raise awareness
* To support the Service Coordinator in developing strategies, targeted towards increasing access from seldom heard and under-represented groups

**2. Group Programme**

* To develop and deliver a range of bereavement groups that will support increased access and cultural relevance of the service to a range of under-represented client groups facing bereavement with a focus around men, LGBTQ+ and members of the BAME Community.
* To facilitate weekly open access drop-in sessions, including the Bereavement Café
* To facilitate a rolling programme of 4 group events, each consisting of 8 sessions delivered each week including weekends and evenings
* To support the coordinator with client assessments and allocating to respective bereavement activity
* To ensure that the design and delivery of the groups are co-produced with individuals from racialised, marginalised, seldom heard, and under-represented communities
* To maintain appropriate administrative records, using the 'Views' patient database system and contribute towards the collation, monitoring and evaluation of data, outcome, and service impact questionnaires
* To operate within the BACP Ethical Framework for the Counselling Professions and National Bereavement Care Standards developed by Cruse

**3. Recruitment and Development of Volunteers, including peer volunteers and Apprenticeships**

* To support the Service Coordinator with the development and coordination of the volunteer/apprentice’s programme
* To support the promotion of the programme through active recruitment campaigns, particularly from seldom heard and under-represented groups
* To develop, design and implement the induction, training and support of new volunteers and apprentices.
* To oversee the allocation and placement of volunteers and apprentices across the range of activities, including complimentary therapies offered by the service

# 4. Duties required of all Mind in Tower Hamlets and Newham employees

* To offer support in the absence of the Service Coordinator, when receiving referrals and dealing with and responding to queries.
* Undertake the induction program and attend relevant training as required
* Participate in staff meetings, supervision, and other meetings relevant to the role and service as required
* Undertake such other duties in accordance with the post holder’s level of responsibility as may be required from time to time to maintain or enhance Mind in Tower Hamlets and Newham services.
* Work as part of a team towards ensuring effective user participation within the service.
* To be administratively self-servicing.
* Undertake all duties in accordance with MITHN’s policies, with reference to the Equal Opportunities, Health & Safety, confidentiality, and safeguarding policies, and work towards their continuing development and implementation.
* All employees of Mind in Tower Hamlets and Newham are expected to respect the rights of clients’ privacy and confidentiality as far as possible within the constraints of legal requirements and the safety of other people.

**This job will be reviewed periodically in line with the organization’s Business Plan. Mind in Tower Hamlets and Newham aim to reach agreement on changes, but if agreement is not possible, Mind in Tower Hamlets and Newham reserves the right to change the job description**

**Groups and Workshops Facilitator - Newham Bereavement Service**

**Person Specification**

Outlined below are the experience, skills and knowledge required to carry out the tasks in the job description. Please ensure that you use examples to demonstrate that you meet each individual criteria within the application form

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| **Qualifications** | **Essential****Desirable** |
| 1  | To have a Psychotherapy or Counselling qualification to advanced Diploma Level 4 or Degree level  | E |
| 2  | Accredited membership of the UKCP / BACP or BCP or prepared to work towards this within the first 6 months in post  | D |
| 3  | To be CFD (Counselling for Depression) rained or working towards this  | D  |
|  **Experience**  |   |
| 4  | Substantial and demonstrable experience of community engagement or development  | E  |
| 5 | Substantial and demonstrable experience of facilitating group sessions | E |
| 5  | Proven experience of working within at least 2 therapeutic modalities, including in group settings  | E |
| 6  | Work in a multi-cultural setting including working with interpreters  | E  |
| 7  | Experience of the use of clinical outcomes measures, PHQ9 and GAD7  | D  |
| 8  | Experience of using patient/client database systems  | E |
| 9  | Experience of engaging and communicating effectively with a diverse range of people, including clients, staff, community leaders and other professionals.     | E  |
| 10 | Experience of working with and supporting volunteers in community settings | E |
| 11 | Experience of keeping accurate records and writing clear and concise case notes, reports, and other forms of communication both internal and external  | E  |
|  **Skills and Knowledge**  |   |
| 12  | Detailed understanding and knowledge of mental health, bereavement, and relevant legislation | E  |
| 13  | Ability to make clinically sound decisions appropriate to a range of situations  | E  |
| 14  | Ability to broaden the scope of bereavement interventions to reach all sections of a multi-ethnic community in a creative manner  | E  |
| 15 | Ability to initiate and develop relationships with a range of community organisations and stakeholders | E |
| 16  | Ability to work as part of a multi-disciplinary team  | E  |
| 17  | Ability to prioritise and manage own workload and use own initiative in identifying and solving problems  | E  |
| 18  | Excellent administrative skills and ability to be self-servicing  | E  |
| 19  | Ability to work flexibly and work unsocial hours, as required  | D  |
| 20  | Ability to work independently as well as part of a wider team  | E  |
| **Qualities** |  |
| 21. | Ability to influence and lead others to achieve shared goals | E |
| 22. | Ability to work flexibly and work unsocial hours, as required and help others | D  |
| 23. | Demonstration of respect for diversity, inclusivity, and good working relationships | E |
| 24. | Upholding ethics and organisational values | E |
| 25. | Demonstration of commitment to own learning and continuous improvement through training and development | E |