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# Job Description and Person Specification

# Service Coordinator - Newham Bereavement Service

# Job Title: NBS Service Coordinator

**Grade:** NJC Scale Point 20-26 currently £32,010 - £36,548, FTE per annum (inclusive of Inner London Weighting).

**Hours:** P/T between 21 – 24hrs per week (office based with 1 day working from home)

**Accountable to:** CEO

**Supervised by:** Operations Director

**Location:** London Borough of Newham

**Contract Term:** Initially until Oct 2023 (Extended pending further contract agreement)

**About Mind in Tower Hamlets and Newham**

We are a local, registered charity affiliated to national Mind. The organisation 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 organizational 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 organisation (ARO).

**Clinical Pathway**

To be responsible for the effective coordination of the Newham Bereavement Service, and the delivery of the Newham Bereavement Service (NBS) in line with the Service Specification. The service is described in detail below, and currently includes the following four elements:

|  |  |  |  |
| --- | --- | --- | --- |
| Early Bereavement Service 1 | Bereavement Counselling 2 | Learning Disabilities and Autism 3 | Long term trauma support 4 |
| Clients who present with loss within the last 6 months  Offer 1-2 Early bereavement sessions, carry out risk assessment and step up to secondary psychology if risks identified.  Offer bereavement counselling to start after 6 months. | Clients who present with loss, after 6 months following loss  Offer six one-to-one (1:1) counselling sessions (generally over 6 consecutive weeks although alternatives can be considered) | Clients who present with LD/Autism will be offered either of the options 1 and 2  All counsellors will receive training about LD/Autism, may need to be delivered in LD space and with someone familiar with the client’s communications tools.  We will be exploring other models of intervention that will support this client group | Clients who present with complex bereavement issues – may be multiple deaths over short time, traumatic death…  Offer 6-12 one to one sessions  Consider referral to specialist bereavement support e.g., Post-intervention Bereavement support following death by suicide, Bereavement support for people following death of a child. |

**Management Structure**

All Mind in Tower Hamlets and Newham staff are accountable to the CEO. The NBS Service Coordinator will be supervised by the Operational Director, who reports to the CEO.

**Main tasks and Responsibilities:**

**1. Management and Coordination of the Newham Bereavement Service**

* In conjunction with the Operational Director and CEO to support the development and delivery of the service in line with the Service Specification, BACP quality standards and National Bereavement Care Standards developed by Cruse.
* Ensure that the service has the level of staffing required to deliver the service currently 2 counsellors (paid) 12 counsellors (volunteer student placements)
* Be responsible for the recruitment, induction, CPD and line management supervision of the team including paid counsellors and counselling volunteers.
* Develop the data management system Views to enable effective monitoring of the service alongside the Public Health Reporting Framework required for this contract.
* The coordinator will be responsible for the management of all referrals to the service, ensuring effective registration and assessment before allocating to respective service strand, therapist or signposting to other services.
* Ensure that each service strand is operating to full capacity and able to deliver against the agreed KPI’s, recruiting to roles as necessary.
* Ensure clients complete the CORE 10 and Outcome Star to record and report on impact of the service as well as continuously improving the service considering the feedback.
* To ensure that the NBS service is widely promoted across the borough, delivering Bereavement Workshops for key clinical and social care teams to promote referrals to the service.
* Engage with local providers to deliver workshops and groups that promote the service and increase awareness, in particular concentrate on LGBTQ, Men, LD and Autism, and BAME/Faith communities.
* In conjunction with the Operational Director support the production of quarterly/annual monitoring reports

**2. Activities relating to each service element:**

**Element 1 - Bereavement Counselling**

* Undertake clinical assessments for those accessing counselling and allocate to appropriate counsellor.
* Recruit, Support and manage the Counselling Volunteers. Delivery of counselling will be in line with MITHN’s Counselling Volunteer Placement model. (Currently up to 8 Counsellors)
* Coordinate and ensure that all counsellors receive bi-weekly clinical supervision
* Management responsibility for Clinical Supervisors
* Operate within the BACP code of Ethics and Practice and National Bereavement Care Standards developed by Cruse.
* Ensure service outcomes are developed, completed by clients and reported on to the commissioners. (CORE 10 in place for one-to-one counselling, other tools will be developed in line with the SLA)

**Service Element 2 - Group Support**

* Support the team to ensure effective promotion and engagement of the service, especially amongst seldom heard, racialized, and marginalised groups, and to ensure delivery of the Open group sessions.
* The group Facilitator may be required to deliver groups during the evenings or weekends/
* Monitor and promote access to both the open and closed groups from all the communities including BAMER communities

**Service Element 3 – Early Bereavement Support**

* Allocate clients to therapists ensuring that they are working to full operational capacity levels.
* Offer training on early bereavement support ensuring that staff can deliver against good practice requirements.
* Monitor counselling practice delivery, ensuring that data capture and evaluation is being recorded accurately.
* Offer general support and guidance.

**Service Element 4 – Learning Disabilities and Autism Support**

* To engage with learning disability services as well as individuals with learning disabilities and their families and carers to ensure that all clients in need of bereavement support can access the service.
* Ensure that clients with learning disabilities/autism are allocated effectively to therapists ensuring that their communication and other needs are fully met.
* Ensure that counsellors receive effective training on bereavement counselling for people with learning disabilities and autism to ensure that staff can deliver in line with best practice.

**Service Element 5 – Learning Disabilities and Autism Support**

* To ensure that all clients in need of long-term trauma support/CBT are identified and offered the support and therapy they need immediately.

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

* Undertake the induction program as devised, and assist, as requested, in the induction and training of new staff, students and volunteers.
* Participate in staff meetings, team meetings, supervision meetings, appraisals, consultancy, training, team development sessions, working groups and other meetings as required, reporting back as appropriate.
* Share responsibility for the effective use of systems and procedures regarding service users and other records, finance, staff communications, and the dissemination of good practice and effective workings methods within Mind in Tower Hamlets and Newham.
* Deal with complaints in accordance with MITHN’s agreed procedure. In addition, all staff have a duty to report any breach of service standards to line management.
* Share responsibility for good health and safety practices, reporting any concerns to line management any concerns.
* 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**

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**NBS Coordinator**

**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

|  |  |  |
| --- | --- | --- |
|  | **Qualifications** | **Essential**  **Desirable** |
| 1 | A qualification in Counselling/Psychotherapy at level 4 or above | E |
| 2 | Membership with the UKCP / BACP or BCP or prepared to work towards this within the first 6 months in post | E |
| **Experience** | | |
| 4 | Substantial and demonstrable experience of managing counselling services or equivalent | 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, CORE 10, PHQ9 and GAD7 | D |
| 8 | Experience of using database systems and collating reports for commissioners and service development and improvements | D |
| 9 | Experience of engaging and communicating effectively with a diverse range of people, including clients, staff, community leaders from a diverse range of organisations across Newham, 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 | Up to date and current professional knowledge, including relevant legislation, | E |
| 13 | Ability to make clinically sound decisions appropriate to a range of situations | E |
| 14 | Ability to broaden the scope of counselling 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 | 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 |
| **Personal Attributes** | | |
| 21 | Great working attitude and able to work independently towards targets | E |
| 22 | Excellent judgment and problem-solving skills. |  |
| 23 | Demonstrable ability to engage with people from all backgrounds | E |
| 24 | Ability to use your own initiative, suggest new and fresh ideas and implement them | E |
| 25 | A creative thinker with the ability to think outside the box | D |
| 26 | A confident and resourceful leader, who can operate in a complex, multi-disciplined environment and who has the credibility because of what they do and how they do it | E |