

Job Title: Bereavement Support Liaison Coordinator	
Job Evaluation Number	C216

## JOB DESCRIPTION

<b>Job Title:</b> Bereavement Support Liaison Coordinator	<b>Location:</b> Calcot (Reading)
<b>Job Family:</b> Business Support	<b>Role Profile Title:</b> BB3 Police Staff
<b>Reports To:</b> Operational Manager - Witness Care Unit	<b>Band level:</b> 3F
<b>Staff Responsibilities (direct line management of):</b> Nil	

a. **OVERALL PURPOSE OF THE ROLE:** Defines the role, put simply, why it exists.

**The overall purpose of the role is to:** provide robust and effective referral processes to support, for people bereaved and affected by suicide in the Thames Valley area.

b. **KEY ACCOUNTABILITY AREAS:** Define the important aspects of the role for which the job holder is responsible for results or outcomes

**The key result areas in the role are as follows:**

1. Ensure referrals are contacted within 72-hours of receipt, with a face-to-face meeting offered within three weeks (or earlier) in order to: (a) offer an opportunity for the bereaved to talk freely without judgement, and, (b) provide a further opportunity to talk about thoughts and feelings, deliver psychological first aid as appropriate and determine ongoing needs and vulnerabilities. Ongoing monitoring through regular monthly contact up until the inquest, through face-to-face visits (including support by telephone or email), to provide emotional support and psycho-education around bereavement by suicide.
2. Coordinate training and the sharing of relevant information for those supporting suicide bereavement, liaise regularly with local services and local mental health providers, including the IAPT service. Working with PABBS or other training provider and helping to facilitate training venues, administer numbers, times and dates etc.
3. Promote good working relationships and liaison with local third sector agencies, including Cruse, MIND and Victim Support and children's bereavement services. Accessing support from other agencies i.e. Samaritans, Citizen's Advice, Victims First and, where appropriate, Faith communities.
4. Develop and maintain a collaborative working relationship with the Coroner's offices and Police to enable the Bereavement Support Services to support the bereaved more effectively through to the inquest process and onward support.
5. Develop and facilitate raising awareness of local service provision and support available. Through events held at different locations across the three counties to ensure accessibility. The intention to promote resilience and wellbeing, and to provide shared experiential learning between peers with lived experience, and Thames Valley Police and other mental health professionals who support the Suicide Prevention Intervention Network (SPIN).
6. Promote the service, and raise awareness of issues arising from traumatic loss and bereavement through (a) liaison with statutory and voluntary agencies locally; (b) liaison with national agencies, e.g. National Suicide Prevention Alliance, to promote the service as an example of "best practice" in postvention; (c) provide training/workshops on suicide bereavement; (d) to organise and promote events, in collaboration with other agencies, to publicise suicide prevention/postvention; and (e) to be an active working member of the Thames Valley Suicide Prevention Intervention Network.

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7. Participate as a member of Thames Valley Police Suicide Prevention Operational Group chaired by the TV Police Suicide Prevention Lead, to help provide input into regular “real time” surveillance meetings.
8. Ensure data is recorded securely and accurately in line with the organisation’s data governance, and to attend meetings from time to time with Public Health Commissioners, where necessary to present quarterly progress reports.
9. Support local evaluation of service provision ensuring consistency of approach to enable an overall regional (TV) evaluation which must be completed by the end of the project period.
10. Engage in and prioritise regular supervision which will comprise monthly management supervision and monthly practice supervision focusing on the pastoral components of the role.

c. **DIMENSIONS:** Include matters such as key result areas that make the greatest demands on the role holder, seasonal pressures, items processed, the number of customers and/or level of authority to make financial decisions or commit other resources.

<b>Further Comments:</b>
Ability to make considered decisions whilst operating in a stressful environment to take positive and decisive action in relation to immediate safeguarding concerns. There is an expectation that a varied and wide range of cases will be dealt with, including some of a sensitive and/or distressing nature. Personal resilience as well as discretion, integrity and empathy are therefore essential requirements of the role
Sound judgement and appropriate decision making ability, including an understanding of when to escalate cases involving risk of significant harm to clients or others, or involving disclosure of evidence of interest to a criminal justice matter.
The role holder will need to form and maintain positive professional collaborative working relationships with police, local authority and bereavement support service providers and counsellors. Building and maintaining a local knowledge of available services and to proactively identify any gaps in service and/or service delivery to inform future development.

#### d. **CHARACTERISTICS OF THE ROLE**

**Expertise:** Concerned with the level of administrative, professional and/or technical expertise (knowledge and skills) needed to perform the role effectively; may be acquired through experience, specialised training, and/or professional or specialist education and training.

<b><i>The knowledge or skills required in the role are as follows (essential or desirable):</i></b>	<b><i>E/D</i></b>
1. Understanding of suicide / bereavement and requirements of bereaved relatives and / or dependents (e.g. counselling skills, practical / emotional support, etc)	E
2. Ability to maintain awareness of existing service support involving statutory and third sector providers. Must be able to communicate at all levels of the organisation whilst building / maintaining strong relationships with external stakeholders.	E
3. Must possess an excellent telephone manner in emotional situations (e.g. bereaved relatives) including: remaining calm, having a considered approach, remaining compassionate whilst providing support and / or relevant information	E
4. Recent experience of conducting roles with the utmost integrity and proven record of exhibiting confidentiality.	E

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5. Ability to work under pressure and show resilience when working with distressed relatives / dependents.	E
6. Ability to oversee and monitor support provisions in an end to end process to ensure victim support. Flexibility in this role is essential.	E
7. Good experience of working in both office and home settings, with good IT / Word / Excel skills (Microsoft), diary management and phone skills.	E
8. Must have capability to travel to different locations across Thames Valley and undertake all assignments in a timely manner, being available to work flexibly at short notice from different locations where required. For this reason a full UK driving licence is considered essential *.	E
9. Knowledge of the Thames Valley and the different Public Health & NHS commissioning within this geographical area.	D
10. Experience in local authority, majority social services (related to bereavement / suicide), client groups and mental health.	D
<b>Additional comments:</b> At interview, candidates will be asked to: * confirm their willingness to undertake this Basic Driving Assessment, which in turn will enable the use of a police authorised vehicle.	