Sands

Application Information

**Bereavement Support Services Manager**

October 2016

About Sands

Sands, the stillbirth and neonatal death charity, is a well-established and widely respected national charity that:

* Supports anyone affected by the death of a baby.
* Works in partnership with health professionals to ensure that bereaved parents and families receive the best possible care.
* Promotes and funds research and changes in care that could help to reduce the loss of babies’ lives.

Over 30 years ago the devastating impact of the death of a baby on the mother and father was neither widely understood nor acknowledged. For many parents it felt as if their baby had not existed and did not matter. Sands was established in 1978 to change that perception.

Since that time Sands has supported many thousands of families whose babies have died, offering emotional support, comfort and practical help through our 100 Sands Groups, Helpline and online forums. Working in partnership with health professionals and service providers, Sands has played a lead role in transforming the culture and practice of perinatal bereavement care in the UK through our accredited bereavement care training programme and nationally recognised resources for health professionals.

Whilst the way in which parents and families are cared for and supported has substantially changed, the tragic reality is that large numbers of families continue to be devastated by the death of a baby. In the UK, in spite of medical advances, 15 babies are stillborn or die within the first 28 days of life every day. Increasingly Sands is looking to fund high impact research projects that identify the causes of stillbirth and point to ways of reducing their incidence.

Find out more about our work: [www.uk-sands.org](http://www.uk-sands.org)

Sands Benefits

**Pension (non-contributory)**

We consider it important to encourage people to save for their retirement and as such provide staff with a 3% pension contribution paid into an Aegon Personal Pension. Contributions can be invested in a variety of funds according to your investment preference, or alternatively a default fund is available. Sands will increase our contribution into the pension scheme to 5% as soon as you achieve 3 years’ continuous employment with us. Subject to eligibility, you will be automatically enrolled into the pension scheme as soon as your employment commences, and you will be able to make additional voluntary contributions into the scheme if you wish. You will, if required, have the option to withdraw from the pension scheme.

**Annual leave**

Staff receive 28 days annual leave plus bank holidays. Staff will be required to take 3 days annual leave during the period between Christmas & New Year.

**Employee Assistance Service**

At times staff members may face and need help with a variety of issues throughout their lives and as part of the commitment to staff members we provide independent and confidential counselling and information telephone service, free of charge. Support is available on a range of issues including legal, financial, emotional, health issues and work related concerns.

**Season ticket loan**

Permanent Head Office based staff are offered the opportunity to take an interest free loan to purchase season tickets for the journey between home and work. Available after a qualifying period.

**Childcare Vouchers**

Sands operates a childcare voucher scheme administered by Edenred, of the UK’s leading providers of employee benefits. You will be able to purchase vouchers up to the value of £243 free of tax and NI deductions, which can be used to pay your registered childcare provider. The value of the vouchers that you purchase will be deducted each month from your pre-tax pay via salary sacrifice.

**Cycle to Work Scheme**

Sands has teamed up with Cycle Solutions to provide a Cycle to Work Scheme, which you can join to make considerable savings on the cost of a new bike and equipment that you use to commute to work.

About the role

Sands is looking for an experienced Bereavement Support Services Manager to lead and support the development of Sands’ bereavement support service, including the telephone helpline, online forum, social media and provision of support to individuals via email and by telephone.

This a high-profile and rewarding role which will involve ensuring that all those approaching Sands for support receive an excellent service that meets their individual needs, that the quality of support provided remains consistently high and all team members are appropriately managed and supported.

With demonstrable experience of delivering and managing bereavement support services to a high standard, you will possess a good understanding of grief theory and bereavement support and be qualified accordingly.

You will have outstanding verbal and written communication skills and be able to develop high quality services which remain responsive to the changing needs of external stakeholders. With excellent people management and relationship building skills, you will demonstrate a high level of empathy in all aspects of your work.

To apply:

Please return the completed application form and monitoring form to [**recruitment@uk-sands.org**](mailto:recruitment@uk-sands.org) by the closing date below:

**Closing date for applications 4th November 2016**

**Interview Date: 11th November 2016**

As we have limited staff resources we are unable to provide candidates with feedback about their applications.

**All Interviews will be held at our Head Office at:**

Victoria Charity Centre, Ground Floor, 11 Belgrave Road, London, SW1V 1RB

Telephone: 020 7436 7940

Job Description

**Job Title:** **Bereavement Support Services Manager**

**Responsible to:**  Head of Operations

**Location:** Sands Head Office, Victoria Charity Centre, 11 Belgrave Road,

London, SW1V 1RB

**Contract:** Permanent

**Salary:** £37,550 plus £3,400 London Weighting Allowance per annum

**Hours:** 35 hours per week (9.30am to 5.30pm)

**Main purpose of the job:**

The Bereavement Support Services Manager is responsible for leading and supporting the development of all of Sands’ bereavement support service: the telephone helpline; the forum; support materials; and events.

The overall aim of this role is to ensure:

* that those approaching the organisation for bereavement support receive an excellent service that meets their needs.;
* that all support services have the capacity to grow in order to meet demand;
* that the quality of all support offered remains consistently and demonstrably high and that there is a constant striving for improvement;
* all frontline staff are properly managed and supported so that they can continue to deliver excellent services.

**Principal tasks and responsibilities:**

1. **ENSURE SANDS DELIVERS EXCELLENT BEREAVEMENT SUPPORT SERVICES**

**Sands Helpline**

* Ensure that the Sands helpline offers a consistently excellent bereavement support service to everyone who telephones or emails the helpline.
* Lead the Sand helpline to achieve ‘Telephone Helpline Partnership’ accreditation status.
* Lead on the introduction of Sands’ new ‘Call Handling Service’.

**Sands Forum**

* Ensure the Sands Forum offers a consistently excellent service to everyone who contacts the forum for support.
* Work with the Bereavement Support & Awareness Specialist to oversee the development of the Forum, ensuring that it meets parents’ needs

**Sands info@uk-sands.org**

* Ensure the info@uk-sands.orgoffers a consistently excellent service to everyone who contacts the charity for support.
* Work with the Bereavement Support & Awareness Specialist to oversee the development info@ service.

**Sands Social media**

* Ensure the Sands social media outlets - Facebook; Twitter; Instagram- offer a consistently excellent service to everyone who contacts Sands social media for support.
* Work with the Bereavement Support & Awareness Specialist and the Communications Team to oversee the smooth response of requests for support.

**Sands Bereavement Support Materials**

* Ensure that all Sands bereavement support materials are factually accurate and reflect up-to-date practice in bereavement support.
* Set up and coordinate the Sands literature review committee to review existing bereavement support resources and to help develop new materials.
* Working with the Sands Marketing Officer oversee the production of bereavement support materials and ensure production keeps pace with consumer demand.

**Sands Bereavement Support Events**

* Oversee the coordination of the Sands ‘Garden’ Event team which organises the annual Sands Garden event in June.
* Oversee the coordination of the London ‘Lights of Love’ event organised by the Bereavement Support and Awareness Specialist in December
* Ensure that excellent bereavement support is made available at both the Sands ‘Garden’ Event and the London ‘Lights of Love’ event.
* Attend both these events and other bereavement support events as requested.

1. **ASSURE QUALITY**

**Introduce quality systems**

* Ensure staff consistently collect statistical data on delivery of bereavement support services.
* Introduce KPIs and impact assessment to measure service performance and use the results to propose improvements to the service
* Regularly review trends emerging from issues raised by service users who contact Sands via any outlet.
* Provide data as required to support fundraising bids and communications campaigns.

Systematically evaluate service user response to all Sands bereavement services to ensure these remain relevant to target audiences.

* Ensure all Helpline Staff and those moderating the forum receive a full induction and training programme which meets THP accreditation standard and ongoing professional development needs.
* Train Helpline Staff on an ongoing basis in response to new issues which emerge from the line.
* Extend quality assurance to ensure that all staff/volunteers responding via the Sands helpline are appropriately trained and supported.

**Develop policies and procedures**

* Devise and develop policies and procedures to support the work of the helpline.
* Contribute to organisational position statements on best practice in bereavement support.

**Act as an Ambassador for Sands**

* Foster excellent working relationships with all bereavement support service stakeholders such as: bereaved parents; health professionals; researchers and funders.
* Professionally represent Sands at external conferences and fora as required.

1. **DEVELOP EXCELLENT WORKING RELATIONSHIPS**

* Be a ‘hands on’ manager and develop warm, empathic and trusting relationships with all bereavement support services staff.
* Be prepared to travel to meet with Helpline staff (Sands Helpline Staff work across the country).
* Facilitate team meetings at head office (London) once a quarter and offer regular 1-1s with helpline staff, both face to face and via the phone.
* Ensure relevant staff receive clinical supervision according to Sands’ clinical supervision policy.
* In exceptional circumstances be prepared to be available to Helpline staff via phone contact outside of working hours to help deal with any helpline emergency.

1. **OTHER REGULAR DUTIES**

**Attendance at internal meetings**

* Regularly attend the Sands Senior Line Managers’ meeting.
* Attend other Sands’ meetings as required, including staff away days.
* Undertake any other duties commensurate with the role as required by the Head of Operations, Chief Executive and Board of Trustees.

This Job Description is not contractual and is liable to change over time with prior notice given.

**PERSON SPECIFICATION**

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| **Importance** | **Criteria** |
| Essential | Experience of delivering excellent bereavement support services through a variety of channels including telephone, email, online forum and social media. |
| Essential | Highly organised and experienced in successful project management |
| Essential | Experience of successfully managing a helpline. |
| Essential | A deep understanding of grief theory and bereavement support. |
| Essential | Experience/qualified in training and CPD required to provide support services. |
| Essential | Willing to keep up to date with developments within the bereavement and trauma fields. |
| Essential | Experience of successfully introducing and maintaining a QA system that is externally recognised |
| Essential | Able to develop high quality services which remain responsive to the changing needs of external stakeholders |
| Essential | Experience of producing excellent statistical reports and measuring data and trends. |
| Essential | Outstanding verbal and written communication skills and experience of drafting well written papers and reports. |
| Essential | An outstanding, ‘hands on’, people manager with a positive, warm, management style, who can support and motivate staff to achieve their potential. Able to develop empathic and trusting relationships with all bereavement support services staff |
| Essential | Commitment to travelling to meet staff as required. |
| Essential | Able to represent Sands professionally. |
| Essential | A demonstrable commitment to Sands aims |
| Desirable | It might be helpful if the individual was a fully qualified counsellor or psychotherapist, accredited by a recognised body, but this is not essential. |