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**Position Description – Senior Bereavement Counsellor / Educator**

**Hours of work – 0.6 FTE (45.6 hours per fortnight)**

**Location – Lilyfield, NSW**

**Reporting to – Grief and Loss Team Leader**

**Direct reports – None**

**Red Nose**

Red Nose is dedicated to saving the lives of babies and children during pregnancy, birth, infancy and childhood and supporting bereaved families. Red Nose delivers on its vision by funding world class research, providing evidence-based education to the community, grief and loss support for those who are impacted by the death of a child and advocacy. As a national not-for-profit company limited by Guarantee we rely on the help of many people and organisations who donate their time and funds to support our community activities and delivery of services to enable us to achieve our purpose.

**Position Summary**

The Senior Bereavement Counsellor / Educator assists the Grief and Loss Team Leader in providing support to the Intake / Counselling team, Peer Supporters and volunteers. The position involves the provision of an effective intake and assessment process and delivery of timely and effective bereavement counselling and support to individuals and families who have experienced the death of a child/children. It is envisaged that up to 70% of this position will incorporate direct client intake / support. The Senior Bereavement Counsellor / Educator will provide education, information, guidance and support to health and emergency service personnel and other agencies. This position will require some occasional travel.

**Position Criteria**

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| Qualifications & Experience | * Relevant tertiary qualifications that provide eligibility for registration with the Psychotherapy and Counselling Federation of Australia (PACFA), Australian Association of Social Workers (AASW), Australian Psychologists Society (APS), or the Australian Counsellors Association (ACA). * A minimum of five years counselling practice. * Experience in grief and loss service delivery and some provision of training/education in the healthcare sector is highly desirable. * Current National Police Records Check * Current Working with Children Check card * A current NSW Driver’s Licence. |
| Knowledge, skills and abilities | * Highly developed interpersonal skills, with the proven ability to build effective relationships and communicate with a diverse range of people both internal and external. * Excellent intake and assessment skills, including risk assessment and management. * Demonstrated counselling casework skills including consultation, referral and advocacy. * Sound knowledge and skill in using MS Office suite. * Proficiency in general administration and office systems. * Well-developed written expression and document management skills. * Organisational ability to plan personal workload and maintain orderly systems. * Demonstrated ability to work effectively as part of a team. |
| Clinical Excellence | * A genuine individual who garners respect, works ethically and effectively with the ability to work collaboratively to achieve collective success. * A skilled and experienced practitioner who is knowledgeable regarding current practice standards in counselling and support settings, with a commitment to continued professional development. * Knowledge of contemporary grief and bereavement models/theories for practice. * Demonstrable ability to develop a positive local culture that aligns with organisational values and which fosters accountability, innovation and continuous improvement * A proven history of achieving outcomes with a propensity to get things moving and completed. * An individual who works as part of a team and promotes the efforts and achievements of other staff and colleagues. |
| Personal Attributes | * Self-reflective; the ability to understand the difference between intent and impact and a significant proficiency in reviewing ones character and actions relating to the workplace. * Courageous; willing to have a go, identify mistakes and learn from them. * Fun; injecting fun and creativity into the workplace to improve production and output. * Resilient; the ability to work through, withstand and recover quickly from difficult situations. * Caring; ability to have empathy for the experiences of others and to have an interest in their wellbeing. |

**Duties and Responsibilities;**

**Assistance to the Grief and Loss Team Leader**

* Assist in ensuring Red Nose Grief and Loss services team delivers effective services on time and within scope and in a way that can be held accountable by partners and funders.
* Assist in maintaining and developing effective working relationships with relevant referral sources, bereavement support agencies and groups, including health and emergency service personnel.
* Represent Red Nose to engage and inform a broad range of community and professional audiences on issues around the death of babies or children during pregnancy, birth, infancy and childhood, including miscarriage, ectopic pregnancy, termination, stillbirth, neonatal and infant death, sudden infant and childhood death and subsequent pregnancy.
* Support the organisational development of intellectual property across its bereavement support services.
* Act as Grief and Loss Team Leader in their absence if deemed a requirement.

**Intake, Counselling and Education**

* Undertake a professional assessment of individual and family needs, and offer appropriate intervention as required
* Implement a range of effective bereavement support services for families, friends, colleagues and communities, including provision of face-to-face, telephone and digital counselling, parent support, newsletters, library and literature, support groups, memorial resources, develop materials, offer education sessions,
* Assist with memorial and social events.
* Participate in the selection, planning and implementation of support groups and other activities for families and others including siblings, fathers, grandparents and the subsequently pregnant, as required.
* Maintain and develop effective working relationships with relevant referral sources, bereavement support agencies and groups, including health and emergency service personnel.
* Provide information, guidance and support to health and emergency service personnel and other agencies to facilitate contact with bereaved family members.
* Delivery of quality education and training packages assuring positive client feedback.
* Liaise with other relevant professionals in relation to client needs.
* Collect and input relevant client data on Red Nose client management systems

**Support to Team**

* Be available for discussion, to offer advice and debrief team members as required
* Attend team meetings, services discussions and participate in staff development sessions.

**Peer Support and Volunteers Programs**

* Assist in the support of Peer supporters and volunteers who assist in work at Red Nose.
* Assist in the support of clients wanting to transition to a Peer support / volunteer relationship with Red Nose.
* Assist in maintaining and developing effective working relationships with Peer supporters and volunteers.
* Assist in ensuring that the National Peer Support and Volunteer workforce are engaged and valued.
* Assist to effectively communicate with National Peer Support and volunteer networks.

**Culture**

* Contribute significantly in ensuring that other staff and volunteers are engaged and satisfied in their work through collaborative practices and creation of a team focused environment.
* Embrace learning and development opportunities to ensure sharing of knowledge and experiences to foster collective enrichment.
* Have pride in the work done and the organisation worked for.
* Support at a National level on achieving a supportive and accountable culture that fosters trust and transparency.
* Commit to open and constructive dialogue with team members.
* Participate fully in organisational activities and processes.

**Fundamentals of the role**

* Conducts all activities in compliance with relevant legislation including Equal Employment Opportunity, Occupational Health and Safety and Red Nose policies and procedures.
* Performs other duties as required by the senior management team.