

## Sands Application Information

# **Bereavement Support Services Officers (Two posts)**

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June 2019

## About Sands

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Every day in the UK, 15 babies are stillborn or die shortly after birth.

Sands is the leading stillbirth and neonatal death charity and exists to reduce the number of babies dying and to support anyone affected by the death of a baby, before, during or shortly after birth.



Sands provides bereavement support services both nationally through its Freephone helpline, mobile app, online community and resources, as well as locally through a network of around 100 regional support groups based across the UK and run by trained befrienders.



Sands works in partnership with health care professionals, trusts and health boards and offers a range of training programmes and bereavement care resources to ensure that every bereaved parent and family receives the best possible care wherever they are in the UK.



Sands promotes and funds research to better understand the causes of baby deaths and save babies' lives.

Sands raises awareness of baby loss and works with governments, key influencers and other stakeholders to make reducing the number of babies dying a priority nationally and locally.

Over the past 40 years, Sands has grown into a national charity with a powerful vision shared by dedicated volunteers, fundraisers, members, donors, healthcare professionals, partners, staff and bereaved parents and families.

Sands has grown its income by over 40% since 2012 and, as part of the strategic plan to 2020, is focusing on how we can make the biggest difference to the lives of bereaved families and save babies' lives. To find out more, visit [www.sands.org.uk](http://www.sands.org.uk)

our vision at Sands is for a world where fewer babies die and anyone affected by the death of a baby receives the best care and support for as long as they need, wherever they live in the UK.

**Join us and help create a world where fewer babies die.**

## Sands Staff Benefits

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### **Annual leave**

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

### **Employee Assistance Service**

As part of its commitment to employee wellbeing, Sands offers independent, free and confidential counselling and information telephone service. Support is available on a range of issues including legal, financial, emotional, health issues and work related concerns.

### **Season ticket loan**

Subject to qualifying criteria, Sands offers interest free loans to purchase season tickets for the journey between home and work.

### **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.

### **Pension Scheme**

Subject to eligibility, you will be automatically enrolled into the Aegon Personal Pension scheme as soon as your employment commences. You can decide whether to remain in the scheme and/or make additional voluntary contributions if you wish.

### **My Work/Life Solutions Retail Discounts Scheme**

All Sands staff have access to an online portal which offers hundreds of discounted shopping vouchers from major retailers including Sainsbury's, Thomas Cook, M+S plus many others.

### **Sands is a vibrant, growing charity!**

Sands has grown its income by over 40% since 2012 and is focusing on long term growth, sustainability and success!

With a clear strategy to 2020, Sands is repositioning as a learning, developing organisation which aims to achieve excellence through people and offers a collegiate, collaborative working environment – making it an especially exciting time to join the charity!

## About the role

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Sands offers support to anyone affected by the death of a baby. We are looking to recruit two Bereavement Support Officers to provide consistent, high-quality information and support to bereaved families.

These roles provide support to families who seek support both via our helpline, and other channels including our online community, Bereavement Support App, print materials, memory making and at our remembrance events.

The Sands Helpline is open from 9.30 am to 5.30 pm on Mondays, Wednesdays and Fridays, and from 9.30 am to 9.30 pm on Tuesdays and Thursdays.

Bereavement Support Services Officers will be expected to work regular shifts during 9 am and 6 pm on Mondays, Wednesdays and Fridays, and during 9 am and 10 pm on Tuesdays and Thursdays. Each shift will last no longer than five hours.

With proven ability in providing bereavement-centred support in a variety of settings and channels, you will be able to demonstrate a sound understanding of, and empathy with, the issues surrounding the death of a baby.

You will have excellent verbal and written communication skills, be highly empathetic and also be able to produce appropriate copy for print and online media responses to diverse audiences including bereaved parents, members of the public and external stakeholders.

The ability to professionally represent the charity's views and positions clearly is essential, as are strong research skills and the ability to keep accurate and clear records in a variety of formats.

You will have effective time management skills and able to manage your own workload. The ability to reflect on your own practice and attend regular accredited clinical supervision is also essential.

All Bereavement Support Services Staff are expected to travel throughout the UK to attend regular team meetings and also Sands staff meetings.

Please note that we are recruiting 1 role working 21 hours per week, and 1 role working 12 hours per week in a job-share arrangement.

## To apply:

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Please submit your CV, together with a supporting statement that demonstrates how you meet the criteria in the person specification to [recruitment@sands.org.uk](mailto:recruitment@sands.org.uk). Please also complete the Diversity and Equality Monitoring Form and send this with your application.

Can you also please indicate which of the roles you are applying for.

**Closing date for applications**      **19<sup>th</sup> June 2019**

**Interview Date:**                      **27<sup>th</sup> June 2019**

As we have limited staff resources we are unable to provide candidates with feedback about their applications. **Interviews will be held at:** *Victoria Charity Centre, Ground Floor, 11 Belgrave Road, London, SW1V 1RB. Telephone: 020 7436 7940*

# Job Description

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| <b>Job Title:</b>      | Bereavement Support Services Officer (two posts)                                       |
| <b>Responsible to:</b> | Senior Bereavement Support Services Coordinator—Helpline/Online Community              |
| <b>Location:</b>       | Home-based, with occasional travel within the UK                                       |
| <b>Contract:</b>       | Permanent  |
| <b>Salary:</b>         | £25,628 per annum pro rata plus £216 Home Worker Allowance per annum pro rata          |
| <b>Hours:</b>          | 1 position at 21 hours per week, 1 position at 12 hours per week (part of a job share) |

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## Main Purpose of Job:

The aim of this post is to provide consistent, high-quality emotional support to bereaved families who seek support from Sands through a wide range of channels, including the helpline, online community, Bereavement Support App, print materials and memory making. Over time, the role will need to accommodate other forms of support as these become relevant to the sector.

The Sands Helpline is open from 9.30 am to 5.30 pm on Mondays, Wednesdays and Fridays, and from 9.30 am to 9.30 pm on Tuesdays and Thursdays.

The role will be split between work on the helpline and contributing to other strands of bereavement support work listed above. Cross organisational working underpins this role.

## Key Responsibilities

- Ongoing identification and development of bereavement support materials and formats, to broaden Sands offer and reach a larger number of bereaved parents from a wider demographic spread.
- Establishment of partnerships with other bereavement support charities – identifying potential for joint working and building ongoing relationships eg Cruse, 4Louis, Bliss, organisations supporting diverse groups eg faith groups, LGBTQI groups
- Development of bereavement support and guidance for Sands United Football Club network in conjunction with the steering group including Fundraising and Communications
- Integrated working with IBC team to further develop training for Health Care professionals and other target groups
- Work with the Fundraising team in developing new fundraising products to ensure they are engaging and sensitive
- Planned, regular and reactive well-being support for staff across the organisation

- Contribute to all new staff induction development and delivery
- Moderate Sands Befrienders closed Facebook group – sharing expertise with befrienders and offering ongoing support in liaising with other teams where appropriate
- Evidence-based input into media and Communications work for statements and campaigns, TV or play scripts.
- Having the ability to respond to new challenges as they arise, to enable Sands to meet its strategic aims.
- Cover regular opening hours on the helpline on a rota basis
- Offer immediate and sensitive telephone, email and social media support to bereaved individuals and others who telephone or email the Sands Helpline.
- Document key information from calls and emails and assist the Senior Coordinators to collate information and identify patterns, including providing support for the Online Community.
- Work with the team to ensure that the Helpline Partnerships accreditation standard is maintained. Represent Sands in an open, collaborative way, demonstrating Sands values
- Support colleagues by offering opportunities for debriefing after calls
- Moderating posts on the Online Community on a rota basis.
- Support other Sands teams in responding to enquiries and requests which include a bereavement support element.
- Support Sands' communication function in the area of bereavement support.
- Participate in mutual call shadowing (listening in and being listened to) as arranged.
- Attend regular external, accredited clinical supervision sessions to reflect on work and identify opportunities for personal and professional growth (Sands will fund these sessions on a monthly basis).
- Input into and attend key external Bereavement Support events.
- Use video conferencing to attend team meetings and organisation-wide staff meetings.
- Attend away days.
- Attend training as needed and participate in the development of training. Contribute to the ongoing review and development of bereavement support materials, website copy and the Bereavement Support App.
- Any other duties as commensurate with the role.

# Person Specification

| Importance | Criteria  |
|------------|---|
| Essential  | Demonstrate a sound understanding of and empathy with the issues surrounding the death of a baby.   |
| Essential  | Proven ability to support others around issues of bereavement in a variety of settings and channels.  |
| Essential  | Demonstrate a warm, clear, and considered telephone manner.   |
| Essential  | Excellent active listening skills   |
| Essential  | Demonstrate compassion for others and a non-judgemental attitude.   |
| Essential  | Evidence of professionalism and effective personal boundaries   |
| Essential  | Excellent verbal and written communication skills and ability to use these appropriately to offer telephone and email support in a sensitive and efficient manner.  |
| Essential  | Ability to produce appropriate copy for print and online media responses in a timely way to meet the demands of a busy national charity. This could include responses to parents, members of the public, other organisations or government proposals from a bereavement support perspective |
| Essential  | A thorough understanding of Sands strategic aims and the importance of bereavement support services within these  |
| Essential  | A willingness and ability to work towards Sands' strategic aims   |
| Essential  | Ability to inform the work of other teams and contribute to fulfilling Sands' strategic aims  |
| Essential  | A thorough understanding of confidentiality and safeguarding and the processes needed within a charity supporting adults and families who are vulnerable.   |
| Essential  | Ability to represent professionally the views and positions of Sands clearly and distinctly from any personal opinions.   |
| Essential  | Demonstrate the ability for accurate and up-to-date record keeping in a variety of formats, qualitative and quantitative.   |
| Essential  | Demonstrate strong research skills to be able to identify opportunities for external relationships or signposting to other organisations.   |
| Essential  | Demonstrate a willingness to share information across Sands to maximise the organisation's ability to respond swiftly and appropriately to external events or coverage  |
| Essential  | Able to manage own workload, be well organised and demonstrate strong time management skills and personal boundaries  |
| Essential  | Demonstrate a reliable, positive attitude towards work and fellow team members  |
| Essential  | Demonstrate a willingness to work well within the wider Sands team.   |
| Essential  | Prepared to reflect on own practice and attend regular accredited clinical supervision.   |
| Essential  | Willing to attend regular team learning and development meetings and wider Sands team meetings as required.   |
| Essential  | Willing to keep skills up to date and attend training as necessary.   |



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| Essential | Willing and able to keep up to date with developments in bereavement support and disseminate this knowledge appropriately inside and outside the organisation. |
| Essential | Have access to a private space for receiving and returning calls.  |
| Desirable | Previous experience of bereavement support work.   |
| Desirable | An understanding of the current challenges and opportunities affecting the baby-loss sector  |
| Desirable | A qualified counsellor from an accredited course.  |