

Sands  
Application Information

**Bereavement Support Services Manager  
(Job-share)**

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January 2020

## About Sands

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Every day in the UK, 14 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 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 improvements in practice and supports 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 is looking for an experienced Bereavement Support Services Manager to lead and support the development of Sands' Bereavement Support Services Team, including the telephone helpline, online community, Bereavement Support App, print materials, social media and provision of support to individuals via email and by telephone.

This is 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.

As this role will require you to manage a team of home-based staff based in various locations throughout the country, you will have excellent people management skills and be able to support and motivate the colleagues in your team.

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 relationship building skills, you will demonstrate a high level of empathy in all aspects of your work.

A high level of project management skills is essential, as is the ability to produce excellent statistical reports and analyse data and trends.

Please note this role is a job-share role working 17.5 hours per week.

## To apply:

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.

**Closing date for applications :** 26<sup>th</sup> January 2020

**Interview Date:** w/c 3<sup>rd</sup> February 2020

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>	<b>Bereavement Support Services Manager (job-share)</b>
<b>Responsible to:</b>	Director of Volunteering & Bereavement Support
<b>Location:</b>	Sands Head Office, Victoria Charity Centre, 11 Belgrave Road, London, SW1V 1RB
<b>Contract:</b>	Permanent Job-Share
<b>Salary:</b>	£41,516 per annum pro rata
<b>Hours:</b>	17.5 hours per week

## **Main purpose of the job:**

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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:**

### **i) ENSURE SANDS DELIVERS EXCELLENT BEREAVEMENT SUPPORT SERVICES**

**Provide leadership and support to Bereavement Support Services Team. This team comprises of 2 Senior Co-ordinators, and 6 BSS Officers.**

#### **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'.
- Line manage the post of BSS Senior Co-ordinator - Helpline

#### **Sands Forum**

- Ensure the Sands Forum offers a consistently excellent service to everyone who contacts the forum for support.
- Oversee the development of the Forum, ensuring that it meets parents' needs
- Line manage the post of BSS Senior Co-ordinator – Online Community.

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

- Ensure the infosands.org.uk offers a consistently excellent service to everyone who contacts the charity for support.
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#### **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 Engagement 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 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.

#### **ii) 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 BSS Staff and those moderating the forum receive a full induction and training programme which meets THP accreditation standard and ongoing professional development needs.
- Train BSS 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.

#### **iii) 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 BSS staff who work across the country).
- Facilitate team meetings at head office (London) once a quarter and offer regular 1-1s with BSS 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 BSS staff via phone contact outside of working hours to help deal with any helpline emergency.

#### **iv) 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 Director of Volunteering and Bereavement Support, 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

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.