

POSITION DESCRIPTION

Job Title:	Bereavement Counsellor
Classification:	SCHADS level 5
Business Unit:	Bereavement Services
Reports To:	National Counselling Manager
Hours	22.8 hours (3 days) per week
Direct Reports:	Nil
Location:	Canberra, ACT
PD created/updated:	8 July 2024

About Red Nose

Red Nose is Australia's leading authority on safe sleeping and safe pregnancy advice and has been a key provider of bereavement support following pregnancy, infant and child loss for over 40 years. We work hard to ensure parents whose baby or infant dies suddenly or unexpectedly are able to access appropriate bereavement support and care; regardless of where they are based in Australia.

Our Bereavement Services Team provides specialised bereavement support free of charge to any person affected by the sudden and unexpected death of a baby or child during pregnancy, birth, infancy or childhood. This includes professional counselling, support groups, peer support, our 24/7 Support Line, and other community-based support activities.

Position Purpose

The Bereavement Counsellor reports to the Counselling Manager and is a member of the Red Nose Services team.

The primary focus of this position is to deliver timely and effective grief and bereavement counselling and support to individuals and families who have experienced the sudden and unexpected death of a baby or child from conception through to 18. This support is offered through formal counselling and support groups offered to families in Canberra and the broader ACT community.

Working closely with the Intake Services Team, the role provides client focused services that are evidence based and delivered as part of a culture founded in clinical and operational excellence.

Service promotion and education activities that focus on increasing both community and professional understanding of grief and bereavement associated with the death of a baby or child, may be required from time to time.

Key Internal Relationships	Key External Relationships
<ul style="list-style-type: none"> Intake & Allocation Committee Education Services Marketing, Communications & Fundraising Teams Peer Support Team 	<ul style="list-style-type: none"> Referral sources Bereavement support agencies and groups

Area of Focus	Key Tasks
Bereavement Counselling	<ul style="list-style-type: none"> • Provide face to face, group, telephone and digital bereavement counselling and support as required by the client. • Participate in the selection, planning and implementation of support groups and other activities for families and others including but not limited to siblings, fathers, grandparents and the subsequently pregnant, as required. • Regularly attend individual caseload and supervision, peer supervision and general meetings, and participate in staff development sessions. • Work collaboratively with the Intake team to ensure best practice bereavement support • Contribute to remembrance resources and the organisation of remembrance and social events.
Service promotion and education	<ul style="list-style-type: none"> • Maintain and develop effective working relationships with relevant referral sources, bereavement support agencies and groups, including health and emergency service personnel. • Professionally deliver Red Nose Bereavement service promotion and education presentations. • Support the Red Nose Communications Team in undertaking regular reviews of the grief and loss educational resources and materials produced by Red Nose to ensure accuracy and relevancy. • Support the organisational development of intellectual property across bereavement support services.
Operational	<ul style="list-style-type: none"> • Complete client notes and reporting, ensuring attention to detail, thoroughness and accuracy. • Support the implementation of and compliance with Red Nose bereavement services practice model and the relevant policies and procedures. • Abide by all Red Nose policies and procedures and participate in their development and review. • Undertake all training required to understand and accurately use Red Nose systems and processes. • Contribute to the development of an excellent high performing team culture. • Comply with OH&S requirements.
Peer Support	<ul style="list-style-type: none"> • Collaborate with the Peer Support Team through the facilitation of support groups, linking families with trained peer supporters and providing support where required for peer supporters on the Red Nose Support Line. • Provide collegial supervision to Hospital to Home Bereavement Outreach Workers on a quarterly basis.

Experience & Qualifications	
Essential	<ul style="list-style-type: none"> • Relevant tertiary qualifications and eligibility for clinical registration with the Psychotherapy and Counselling Federation of Australia (PACFA), Australian Association of Social Workers (AASW), Australian Psychology Society (APS), the Australian Counsellors Association (ACA) or Australian Health Practitioner Regulation Agency (AHPRA) or equivalent overseas entity. • Demonstrated minimum 3 years' experience in a healthcare/community support environment with specific experience in delivering high quality counselling services.

	<ul style="list-style-type: none"> • Experience in grief and loss service delivery and some provision of training/education in the healthcare sector • Experience and competency in working with bereaved children, adults, couples and families. • Comprehensive understanding of grief and bereavement literature and evidence based practice.
Desirable	<ul style="list-style-type: none"> • Post qualification in Bereavement Counselling • Certification as a Certified Bereavement Practitioner (CBP) or equivalent overseas qualification. • Demonstrated experience with trauma counselling in a variety of settings, for example individuals, couples, children, young people, families and groups.

Skills & Technical Expertise	
Essential	<ul style="list-style-type: none"> • Extensive skills and experience in the provision of bereavement counselling • A skilled 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. • Highly developed interpersonal skills, with the proven ability to build effective relationships and communicate with a diverse range of people both internal and external. • 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 capability 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. • Demonstrated engagement of families that have specific needs, including those considered socially marginalised or resource poor to lessen the impact of social exclusion, including Aboriginal and Torres Strait Islander families, emerging culturally diverse communities and greater risk cohorts including LGBTIQ. • Demonstrated competency in computer use and client management systems (Microsoft Office, email, web based programs and have the ability to learn new programs and applications)

Personal Attributes	
Essential	<ul style="list-style-type: none"> • Welcoming – creating spaces of comfort, collaboration and belonging • Courageous – comfortable with the uncomfortable. willing to have a go, identify mistakes and learn from them • Accountable – demonstrating integrity in everything you do • Respectful – valuing the contributions of all • Everyone together– working together with passion for our cause

Quality, Safety and Improvement	
	Red Nose employees have a responsibility and accountability to contribute to the organisation's commitment to Quality, Safety and Improvement by:

	<ul style="list-style-type: none"> • Acting in accordance and complying with all relevant Safety and Quality policies and procedures; • Identifying risks, reporting and being actively involved in risk mitigation strategies; and • Participating in and actively contributing to quality improvement programs • Complying with all relevant clinical and/or competency standards. • Complying with the principles of Patient and Family Centred Care that relate to this position.
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Checks – employment subject to:	
Essential	<ul style="list-style-type: none"> • National Police Check • Working with Children Check • Driver's Licence

Authorisation	
Position authorised by: Rachel Fcinus Employee signature: _____ Date: ____ / ____ / ____	