

## POSITION DESCRIPTION

<b>Job Title:</b>	<b>Bereavement Support Worker - Phoebe Joan Project</b>
<b>Classification</b>	SCHADS Level 4
<b>Business Unit:</b>	Bereavement Services
<b>Reports To:</b>	National Hospital to Home Manager
<b>Direct Reports:</b>	Nil
<b>Location</b>	Flexible Working Arrangement
<b>Hours</b>	0.4 EFT – 2 days per week (15.2 hours)
<b>Position end date:</b>	30 September 2025 (PJP funded role, possible extension subject to funding)
<b>PD created/updated:</b>	5 September 2024

### About Red Nose

Red Nose is a national charity working to save little lives through research and education and support families impacted by the death of a baby or child during pregnancy, infancy and early childhood. 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 Phoebe Joan Project is a Hospital to Home regional, rural, and remote program. It ensures a trained professional with lived experience is available to support grieving parents in the acute stages of their grief. The program aims to support families within the first six months of loss from stillbirth, termination for medical reasons, neo-natal death, or SUDI (up to 12 months of age) to move through the myriad of difficult tasks associated with the death of their baby or infant.

The role will provide emotional and practical support to bereaved families by providing parent-led sessions of care ideally with the same Bereavement Support Worker delivered either by telehealth or by phone.

### Key Internal Relationships

- Intake Team
- Hospital to Home Team
- Bereavement Services Team
- Education Services
- Marketing, Communications & Fundraising Teams

### Key External Relationships

- Referral sources
- Bereavement support agencies and groups
- Funeral Industry
- Community health sector
- Local community organisations
- Community Members
- Volunteers

Area of Focus	Key Tasks
<b>Bereavement Support</b>	<ul style="list-style-type: none"> <li>• Meet with families via video call whilst at the hospital if required and provide support in conjunction with bereavement coordinator or other nominated hospital staff member.</li> <li>• Provide telephone, online or in person support that best meets the need of the family, and develop a personalized care plan that identifies areas of support, such as: <ul style="list-style-type: none"> <li>○ assistance with memory creation</li> <li>○ provide emotional support</li> <li>○ support with burial and funeral options/arrangements</li> <li>○ support with autopsy including arranging for access of information and decision-making options</li> <li>○ remote support for first return visit to hospital including 6-week check, medical test results, genetic test results, autopsy results and/or other meetings with medical professionals</li> <li>○ contacting people within the community – GP/workplace/other – including return to work or education arrangements and community support</li> <li>○ talking to/supporting siblings – liaison with school/s / other family members</li> <li>○ providing information on grief and the impacts to individuals and relationships and support options</li> <li>○ assistance with completing forms for such as Centrelink entitlements</li> <li>○ responding to requests from bereaved parents for other types of emotional and practical support and to refer to other services or GPs if there are issues of complicated grief surfacing.</li> <li>○ Linking in with other Red Nose services including support groups, closed Facebook groups and community engagement activities.</li> </ul> </li> <li>• Provide support to families who move into a subsequent pregnancy with up to nine sessions offered prior to the birth and three sessions post birth.</li> </ul>
<b>Service Promotion &amp; Education</b>	<ul style="list-style-type: none"> <li>• Engage in service promotion through in-service/information sharing opportunities with local hospitals and community organisations.</li> <li>• Maintain and develop effective working relationships with relevant referral sources, bereavement support agencies and groups, including health and emergency service personnel.</li> <li>• Participate in internal and external training opportunities offered by Red Nose Bereavement Services.</li> </ul>
<b>Operational</b>	<ul style="list-style-type: none"> <li>• Ensure all elements of client records are complete including consent forms and family plans,</li> <li>• Abide by all Red Nose policies and procedures and participate in their development and review.</li> <li>• Comply with patient documentation in accordance with hospital policies and procedures.</li> <li>• Collect required information to support evaluation of the program.</li> </ul>
<b>Peer Support</b>	<ul style="list-style-type: none"> <li>• 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.</li> </ul>

	<ul style="list-style-type: none"> <li>• Where possible, provide support to bereaved families through your involvement on the 1300 support line.</li> </ul>
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### Experience & Qualifications

<b>Essential</b>	<ul style="list-style-type: none"> <li>• Tertiary qualifications, in Health, Community, Social Services; or demonstrated competence / experience to that level</li> <li>• A lived experience of the loss of a baby or child</li> <li>• Demonstrated engagement of families that have specific needs, such as rural and remote families</li> <li>• Demonstrated experience in the implementation and evaluation of community-based events, with strong project management skills</li> </ul>
<b>Desirable</b>	<ul style="list-style-type: none"> <li>• Professional Development in working with bereaved families.</li> <li>• Demonstrated experience directly supporting bereaved families after the death of their baby or child</li> <li>• Experience in event and/or project management.</li> </ul>

### Skills & Technical Expertise

<b>Essential</b>	<ul style="list-style-type: none"> <li>• Ability to understand the complex journey grieving parents undertake when they experience the death of a baby or child</li> <li>• Highly developed interpersonal skills appropriate to establishing and maintaining effective working relationships with healthcare professionals, staff, parents, volunteers and the wider community</li> <li>• Demonstrable ability to develop a positive local culture that aligns with organisational values and which fosters accountability, innovation and continuous improvement</li> <li>• Demonstrated competency in computer use and client management systems (Microsoft Office, email, web-based programs) and the ability to learn new programs and applications.</li> <li>• A proven history of achieving outcomes with capability to get things moving and completed</li> </ul>
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### Personal Attributes

<b>Essential</b>	<ul style="list-style-type: none"> <li>• High level of self-awareness and demonstrated ability to practice self-care.</li> <li>• Passionate about working with volunteers and building a strong community within the not-for-profit sector</li> <li>• An individual who works as part of a team and promotes the efforts and achievements of other staff and colleagues.</li> <li>• A genuine individual who garners respect and works ethically, effectively and collaboratively to achieve collective success.</li> </ul>
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	<ul style="list-style-type: none"> <li>• <b>Welcoming – creating spaces of comfort, collaboration and belonging</b></li> <li>• <b>Courageous – comfortable with the uncomfortable</b></li> <li>• <b>Accountable – demonstrating integrity in everything you do</b></li> <li>• <b>Respectful – valuing the contributions of all</b></li> <li>• <b>Everyone together– working with passion for our cause</b></li> </ul>
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<b>Quality, Safety and Improvement</b>	
<b>Essential</b>	<p>Red Nose Employees have a responsibility and accountability to contribute to the organisation’s commitment to Quality, Safety and Improvement by:</p> <ul style="list-style-type: none"> <li>• Acting in accordance and complying with all relevant Safety and Quality policies and procedures</li> <li>• Identifying risks, reporting and being actively involved in risk mitigation strategies</li> <li>• Participating in and actively contributing to quality improvement programs</li> <li>• Complying with all relevant clinical and/or competency standards</li> </ul>

<b>Checks – employment subject to:</b>	
<b>Essential</b>	<ul style="list-style-type: none"> <li>• Police Record Check</li> <li>• Working with Children Check</li> <li>• Driver’s Licence</li> </ul>

<b>Authorisation</b>	
Position authorised by: Rachel Fcinus, Director Bereavement Services	
Employee signature: _____	
Date: ____/____/____	