

POSITION DESCRIPTION

Job Title:	Bereavement Support Worker / Community Engagement Coordinator
Classification	SCHADS Level 4
Business Unit:	Bereavement Services
Reports To:	National Hospital to Home Manager National Community Engagement Manager
Direct Reports:	Nil
Location	Canberra
Hours	0.6 FTE – 3 days per week (22.8 hours)
Date Updated:	24 March 2025

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.

Position Purpose

The Hospital to Home program 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 to move through the myriad of difficult tasks associated with the death of their baby.

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 face to face, telehealth or by phone.

The role will also encompass Community Engagement activities that provide the broader Red Nose bereavement community the opportunity to come together to connect and create a sense of belonging and inclusion. This includes facilitating community events and opportunities such as the Red Nose Walks to Remember, supporting volunteers and developing new activities to best meet the needs of the Red Nose community.

Key Internal Relationships

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

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 Responsibilities
Bereavement Support	<ul style="list-style-type: none"> • Meet with families whilst at the hospital if required and provide support in conjunction with bereavement coordinator or other nominated hospital staff member. • 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"> ○ assistance with memory creation ○ provide emotional support ○ support with burial and funeral options/arrangements ○ support with autopsy including arranging for access of information and decision-making options ○ 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 ○ contacting people within the community – GP/workplace/other – including return to work or education arrangements and community support ○ talking to/supporting siblings – liaison with school/s / other family members ○ providing information on grief and the impacts to individuals and relationships and support options ○ assistance with financial arrangements including access to Centrelink entitlements ○ 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. ○ Linking in with other Red Nose services including support groups, closed Facebook groups and community engagement activities. • Provide support to families who move into a subsequent pregnancy with three sessions offered prior to the birth and one session post birth.
Service Promotion & Education	<ul style="list-style-type: none"> • Engage in service promotion through in-service/information sharing opportunities with local hospitals and community organisations. • Maintain and develop effective working relationships with relevant referral sources, bereavement support agencies and groups, including health and emergency service personnel. • Participate in internal and external training opportunities offered by Red Nose Bereavement Services.
Operational	<ul style="list-style-type: none"> • Ensure all elements of client records are complete including consent forms and family plans, • Abide by all Red Nose policies and procedures and participate in their development and review. • Comply with patient documentation in accordance with hospital policies and procedures. • Collect required information to support evaluation of the program.
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

	<p>Support Line.</p> <ul style="list-style-type: none"> • Where possible, provide support to bereaved families through your involvement on the 1300 support line.
Community Engagement	<ul style="list-style-type: none"> • Responsible for the implementation of an agreed calendar of activity which engages with Red Nose volunteers and those who have used the service in a way that offers ongoing connection and belonging • Liaise with and support other community engagement projects including Footprints Volunteer Program and Heartstrings community membership program. • Coordinate the delivery of state-based events, including supporting volunteer event coordinators to plan and deliver regional events, and ensure robust feedback/evaluation mechanisms are in place. • Identify new event opportunities and ways of tailoring events to local conditions and priorities and build proposals in line with Red Nose objectives and operational capacity.

Experience & Qualifications

Essential	<ul style="list-style-type: none"> • Tertiary qualifications, in Health, Community, Social Services; or demonstrated competence / experience to that level. • A lived experience of the loss of a baby or child. • 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 and rural and remote families. • A proven history of achieving outcomes with capability to get things moving and completed. • Demonstrated experience in the implementation and evaluation of community based events, with strong project management skills
Desirable	<ul style="list-style-type: none"> • Professional Development in working with bereaved families. • Demonstrated experience directly supporting bereaved families after the death of their baby or child. • Experience in event and/or project management.

Skills & Technical Expertise

Essential	<ul style="list-style-type: none"> • Ability to understand the complex journey grieving parents undertake when they experience the death of a baby or child. • 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
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	<ul style="list-style-type: none"> • Highly developed interpersonal skills appropriate to establishing and maintaining effective working relationships with healthcare professionals, staff, parents, volunteers and the wider community. • 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.
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Personal Attributes

Essential	<ul style="list-style-type: none"> • A genuine individual who garners respect, works ethically and effectively with the ability to work collaboratively to achieve collective success. • Passionate about working with volunteers and building a strong community within the not-for-profit sector. • An individual who works as part of a team and promotes the efforts and achievements of other staff and colleagues. • High level of self-awareness and demonstrated ability to practice self-care.
Alignment with values	<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 with passion for our cause

Quality, Safety and Improvement

	<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"> • Exercising a duty of care for their own health and safety, and the health and safety of others. • Complying with all relevant safety, quality, privacy and data security policies, procedures and legislation. • Identifying and reporting risks promptly and participating in risk mitigation. • Engaging in quality improvement initiatives. • Demonstrating culturally competent practices that respect and meet the needs of individuals, groups and communities, including Aboriginal and Torres Strait Islander peoples. • Completing all required safety and quality training to maintain compliance and competency standards. • Adhering to all relevant clinical and competency standards. • Applying person-centred approaches, where relevant to their role • Maintaining required certifications, licences, qualifications and background screening check requirements.
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Checks – employment subject to:

Essential	<ul style="list-style-type: none"> • Police Record Check • Working with Children Check • Driver’s Licence
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Authorisation

Position authorised by: Rachel Ficus

Employee signature: _____

Date: ____/____/____