

## POSITION DESCRIPTION

<b>Job Title:</b>	<b>Bereavement Counsellor</b>
<b>Classification</b>	SCHADS level 5
<b>Business Unit:</b>	Bereavement Services
<b>Reports To:</b>	Clinical Manager Bereavement Services
<b>Direct Reports:</b>	Nil
<b>Location</b>	Various
<b>Date Updated:</b>	26 <sup>th</sup> July 2019

### Position Purpose

The Bereavement Counsellor reports to the Clinical Manager Bereavement Services 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.

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

- Intake Services Team
- Education Services
- Marketing and Communications

### Key External Relationships

- Referral sources, Bereavement support agencies and groups

Area of Focus	Key Tasks
Bereavement Counselling	<ul style="list-style-type: none"> <li>• Provide face to face, group, telephone and digital bereavement counselling and support as required by the client.</li> <li>• 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.</li> <li>• Regularly attend individual caseload and clinical supervision, peer supervision and general meetings, and participate in staff development sessions.</li> <li>• Work collaboratively with the Intake team to ensure best practice bereavement support</li> <li>• Contribute to memorial resources and the organisation of memorial and social events.</li> </ul>
Service promotion and education	<ul style="list-style-type: none"> <li>• Maintain and develop effective working relationships with relevant referral sources, bereavement support agencies and groups, including health and emergency service personnel.</li> <li>• Professionally deliver Red Nose Bereavement service promotion and education presentations.</li> </ul>

	<ul style="list-style-type: none"> <li>• Support the Clinical Manager of Bereavement Service in undertaking regular reviews of the grief and loss educational resources and materials produced by Red Nose to ensure accuracy and relevancy.</li> <li>• Support the organisational development of intellectual property across bereavement support services.</li> </ul>
Operational	<ul style="list-style-type: none"> <li>• Complete client notes and reporting, ensuring attention to detail, thoroughness and accuracy.</li> <li>• Support the implementation of and compliance with Red Nose bereavement services practice model and the relevant policies and procedures.</li> </ul>
Volunteers	<ul style="list-style-type: none"> <li>• Support the local volunteer workforce where applicable.</li> </ul>

### Experience & Qualifications

<b>Essential</b>	<ul style="list-style-type: none"> <li>• Relevant tertiary qualifications and 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).</li> <li>• Demonstrated experience in a healthcare/community support environment with specific experience in delivering high quality counselling services.</li> <li>• Experience in grief and loss service delivery and some provision of training/education in the healthcare sector is essential.</li> <li>• Experience and competency in working with bereaved children, adults, couples and families.</li> <li>• Comprehensive understanding of grief and bereavement literature and evidence based practice.</li> </ul>
<b>Desirable</b>	<ul style="list-style-type: none"> <li>• Post qualification in Bereavement Counselling</li> <li>• Certification as a Certified Bereavement Practitioner (CBP)</li> <li>• Demonstrated experience with trauma counselling in a variety of settings, for example individuals, couples, children, young people, families and groups.</li> </ul>

### Skills & Technical Expertise

<b>Essential</b>	<ul style="list-style-type: none"> <li>• Extensive skills and experience in the provision of bereavement counselling</li> <li>• A skilled practitioner who is knowledgeable regarding current practice standards in counselling and support settings, with a commitment to continued professional development.</li> <li>• Knowledge of contemporary grief and bereavement models/theories for practice.</li> <li>• Highly developed interpersonal skills, with the proven ability to build effective relationships and communicate with a diverse range of people both internal and external.</li> <li>• A genuine individual who garners respect, works ethically and effectively with the ability to work collaboratively to achieve collective success.</li> <li>• Demonstrable ability to develop a positive local culture that aligns with organisational values and which fosters accountability, innovation and continuous improvement</li> </ul>
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	<ul style="list-style-type: none"> <li>• A proven history of achieving outcomes with capability to get things moving and completed.</li> <li>• An individual who works as part of a team and promotes the efforts and achievements of other staff and colleagues.</li> <li>• Demonstrated experience in engaging proactively with and supporting clients of diverse backgrounds (Aboriginal &amp; Torres Strait Islander, Culturally and Linguistically Diverse, low socioeconomic status, people with disabilities and people of diverse bodies, genders and sexualities).</li> <li>• 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)</li> </ul>
<b>Desirable</b>	<ul style="list-style-type: none"> <li>• Not applicable</li> </ul>

### **Personal Attributes**

<b>Essential</b>	<ul style="list-style-type: none"> <li>• Caring; ability to have empathy for the experiences of others and to have an interest in their wellbeing.</li> <li>• Self-reflective; the ability to understand the difference between intent and impact and a significant proficiency in reviewing ones character and actions relating to the workplace.</li> <li>• Courageous; willing to have a go, identify mistakes and learn from them.</li> <li>• Resilient; the ability to work through, withstand and recover quickly from difficult situations.</li> </ul>
<b>Desirable</b>	<ul style="list-style-type: none"> <li>• Not applicable</li> </ul>

### **Checks – employment subject to:**

<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>Desirable</b>	<ul style="list-style-type: none"> <li>• Not applicable</li> </ul>

**Performance Review**

A structured performance review will be conducted annually using the job description and other agreed and documented KPIs as the basis for the appraisal criteria.

**Acceptance of Duties and Responsibilities**

I have read the duties, conditions and responsibilities outline in this position description and agree to meet these and to have my performance monitored and evaluated in relation to my achievement of the roles.

Signed: Bereavement Counsellor

Witnessed:

Date:

Date: