

## POSITION DESCRIPTION

|                            |                                    |
|----------------------------|------------------------------------|
| <b>Job Title:</b>          | <b>Bereavement Counsellor (WA)</b> |
| <b>Classification:</b>     | SCHADS level 5                     |
| <b>Business Unit:</b>      | Bereavement Services               |
| <b>Reports To:</b>         | National Counselling Manager       |
| <b>Direct Reports:</b>     | Nil                                |
| <b>PD created/updated:</b> | 15 <sup>th</sup> September 2026    |

### 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 National 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 the 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, will be a significant requirement within this role.

| Key Internal Relationships                                                                                                                                                                                                                                              | Key External Relationships                                                                                                                                            |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>Intake &amp; Allocation Committee</li> <li>Education Services</li> <li>Marketing, Communications &amp; Fundraising Teams</li> <li>Peer Support Team</li> <li>Community Engagement Team</li> <li>Hospital to Home Team</li> </ul> | <ul style="list-style-type: none"> <li>Referral sources</li> <li>Bereavement support agencies and groups</li> <li>WA Health Services</li> <li>WA Hospitals</li> </ul> |

| Area of Focus           | Key Tasks                                                                                                                                                           | Key Performance Measures                                                                                      |
|-------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------|
| 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> </ul> | <ul style="list-style-type: none"> <li>Maintain a counselling caseload that meets service KPIs and</li> </ul> |

| Area of Focus                   | Key Tasks                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Key Performance Measures                                                                                                                                                                                                                                                                                                                                                             |
|---------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                 | <ul style="list-style-type: none"> <li>• Participate in the 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 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 remembrance resources and the organisation of remembrance and social events.</li> </ul>                                                                                                                                                                                                                                                                                                                 | <ul style="list-style-type: none"> <li>• performance expectations (i.e. minimum 4 client sessions per day)</li> <li>• Deliver high quality, evidence-based bereavement counselling and support</li> <li>• Maintain positive client outcomes and feedback</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>• Develop a health promotion strategy for WA Health Services to ensure that all health professionals have an awareness of Red Nose services and referral pathways.</li> <li>• Professionally deliver Red Nose Bereavement service promotion presentations to all WA based hospitals</li> <li>• Professionally deliver Red Nose Bereavement education and training sessions as required.</li> <li>• 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.</li> <li>• Support the organisational development of intellectual property across bereavement support services.</li> </ul> | <ul style="list-style-type: none"> <li>• Develop and maintain effective referral and stakeholder relationships</li> <li>• Deliver approx. 20 service promotion and education activities annually</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 Clinical and Practice Manual and the relevant policies and procedures.</li> <li>• Abide by all Red Nose policies and procedures and participate in their development and review.</li> <li>• Undertake all training required to understand and accurately use Red Nose systems and processes.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                | <ul style="list-style-type: none"> <li>• Complete client notes, reporting and administrative tasks accurately and within required timeframes</li> <li>• Comply with Red Nose policies, procedures, practice standards and supervision requirements</li> <li>• Demonstrate professional, respectful and values-aligned behaviour in interactions with clients, volunteers,</li> </ul> |

| Area of Focus | Key Tasks                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Key Performance Measures                                                                                                                                                                                                                        |
|---------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|               | <ul style="list-style-type: none"> <li>Contribute to the development of an excellent high performing team culture.</li> <li>Comply with OH&amp;S requirements.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | colleagues and stakeholders                                                                                                                                                                                                                     |
| Peer Support  | <ul style="list-style-type: none"> <li>Collaborate with the Peer Support Team through the facilitation of support groups, and providing support where required for peer supporters on the Red Nose Support Line.</li> <li>Participation on the support line on call after hours roster where possible.</li> <li></li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | <ul style="list-style-type: none"> <li>Work collaboratively with the Peer Support Team and contribute to peer support activities as required</li> <li>Engage in a minimum of two on call shifts on the support line roster per annum</li> </ul> |
| Other         | <p>Red Nose employees are responsible for:</p> <ul style="list-style-type: none"> <li>Completing all required training to understand and accurately use Red Nose systems, processes, and tools.</li> <li>Engaging in ongoing professional development to build expertise and support organisational goals.</li> <li>Contributing to a collaborative, high-performing and supportive team culture</li> <li>Working collaboratively with colleagues and stakeholders to achieve team and organisational objectives.</li> <li>Adapting to changing priorities and tasks to meet organisational needs.</li> <li>Demonstrating behaviour consistent with Red Nose's values, policies and organisational goals.</li> <li>Completing administrative and operational tasks accurately and efficiently.</li> <li>Using Red Nose resources efficiently, minimising wastage and cost.</li> </ul> |                                                                                                                                                                                                                                                 |

| Experience & Qualifications |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|-----------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Essential</b>            | <ul style="list-style-type: none"> <li>Relevant tertiary qualifications in social work, counselling, psychology or related fields.</li> <li>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.</li> <li>Demonstrated minimum 3 years' experience in a healthcare/community support environment with specific experience in delivering high quality counselling services.</li> <li>Demonstrated experience with trauma counselling in a variety of settings, for example individuals, couples, children, young people, families and groups.</li> <li>Experience and competency in working with bereaved children, adults, couples and families.</li> <li>Experience in supporting clients presenting with significant risk factors or complex needs.</li> </ul> |

|                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                  | <ul style="list-style-type: none"> <li>• Experience in service/health promotion activities.</li> <li>• Experience working within Client Management Systems (CMS).</li> <li>• 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.</li> </ul> |
| <b>Desirable</b> | <ul style="list-style-type: none"> <li>• N/A</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                        |

| <b>Skills &amp; Technical Expertise</b> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|-----------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Essential</b>                        | <ul style="list-style-type: none"> <li>• Demonstrated ability to work with bereaved clients with complex needs.</li> <li>• A skilled practitioner with strong clinical application of grief and bereavement models.</li> <li>• Knowledge of current practice standards in counselling and support settings.</li> <li>• Knowledge of contemporary grief and bereavement models/theories for practice.</li> <li>• Comprehensive understanding of grief and bereavement literature and evidence-based practice.</li> <li>• Ability to understand the complex journey grieving parents undertake when they experience the death of a baby.</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>• Demonstrable ability to develop a positive local culture that aligns with organisational values and which fosters accountability, innovation and continuous improvement</li> <li>• A proven history of achieving outcomes with capability to get things moving and completed.</li> <li>• Strong public speaking/presenting skills.</li> <li>• Effective case management skills.</li> <li>• Skills in engagement of families from diverse backgrounds including; Aboriginal and Torres Strait Islander families, culturally diverse families, those considered socially marginalised or resource poor, and LGBTIQ families.</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> </ul> |

| <b>Personal Attributes</b>   |                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Essential</b>             | <ul style="list-style-type: none"> <li>• An individual who works as part of a team and promotes the efforts and achievements of other staff and colleagues.</li> </ul>                                                                                                                                                                                                                                                                                   |
| <b>Alignment with values</b> | <ul style="list-style-type: none"> <li>• Welcoming – creating spaces of comfort, collaboration and belonging</li> <li>• Courageous – comfortable with the uncomfortable. willing to have a go, identify mistakes and learn from them</li> <li>• Accountable – demonstrating integrity in everything you do</li> <li>• Respectful – valuing the contributions of all</li> <li>• Everyone together– working together with passion for our cause</li> </ul> |

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

| Checks – employment subject to: |                                                                                                                                                                                              |
|---------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Essential</b>                | <ul style="list-style-type: none"> <li>• National Police Check</li> <li>• Working with Children Check</li> <li>• Australian work rights</li> <li>• Verification of qualifications</li> </ul> |

| Authorisation                                                                                             |
|-----------------------------------------------------------------------------------------------------------|
| <p>Position authorised by: Rachel Fcinus</p> <p>Employee signature: _____</p> <p>Date: ____/____/____</p> |