

Bereavement Support Adviser

Application Information
July 2022



Welcome

The Lullaby Trust turned 50 last year and like most of us, we had a lockdown birthday with fewer events than we would have liked. We have, however, taken the time to consider what we have achieved in the past 50 years, and consider how the pandemic both challenges that and offers ways to make even more change. Now is a really key time to be joining the charity and helping us to continue to save babies lives and support bereaved families.

The charity has been hugely successful, but the work is far from done. The impact of the sudden death of a baby is wide and never goes away, as we know from the families that we support. This drives all our work, across each department. We are a close and friendly staff team who all share in the charity's objectives.

The Bereavement Support Adviser is a crucial and key role in the Support and Information team. We are a small and friendly team of 8, directly supporting bereaved families and the professionals who work with them.

This is a great role for someone with a proven ability to support others around issues of bereavement in a variety of settings and channels and who has a sound understanding of, and empathy with, the issues surrounding the death of a baby.

We can offer the successful candidate training and the opportunity to be involved in diverse projects which a small charity like us can offer.

Jenny Ward

Chief Executive



Bereavement Support Adviser



About us

The Lullaby Trust is a charity that saves babies' lives and supports bereaved families. Around 4 babies a week still die from sudden infant death syndrome (SIDS) and we are committed to bringing that number down to zero.

Through educating parents on how they can reduce the risk of SIDS and investing over £12million in research, we have played a key role in reducing the number of babies who die from SIDS by 80%, saving the lives of more than 20,000 babies.

Each year we train thousands of health professionals to support parents in sleeping their baby safely. We campaign tirelessly to raise awareness of SIDS and ensure our life saving advice reaches all parents.

The Lullaby Trust supports bereaved families, through our helpline and befriending scheme. Our work with the NHS to provide a Care of Next Infant Programme (CONI) offers a lifeline to bereaved families expecting a new baby.

Our Values

Caring

We care about all the people we support and always show compassion, warmth and understanding.

Reassuring

We are supportive, clear, informative and non-judgemental

Trustworthy

We have expert knowledge based on scientific evidence, data and experience

Driven

We won't stop until no baby dies suddenly and unexpectedly



Our Year in Numbers

125,647

leaflets on safer sleep advice were sent out to parents and professionals working with families

We provided

2,000

professionals with safer sleep advice

14.5 million

 people reached on Facebook

74
families

were allocated a befriender to offer peer-to-peer bereavement support during the year

Over

5 million

people were reached with safer sleep advice during our Safer Sleep Week campaign

767

bereaved families contacted us for direct support and 379 professionals contacted us for support on behalf of a family they were working with

3,020

parents and professionals contacted us for information on safer sleep

1.7 million

visits to our website. That's a 63% increase on last year

The Role

Job title	Bereavement Support Adviser
Location	A hybrid of home working and based in our Head Office in central London
Contract	Permanent
Hours	28 hours per week
Salary	£25,920 per annum FTE (pro rata)
Structure	Reports to Head of Support and Information

The main function of the job is:

This is a key role in the Bereavement Support Service. The team provides a wide range of services, including the Helpline, online enquiries, online community, Family Days, and online and printed resources.

The aim of this post is to provide consistent, high-quality emotional support to bereaved families who seek support from the Lullaby Trust.

1. Proactively engage bereaved families with the support service, respond to bereavement support enquiries and ensure anyone seeking advice and support on bereavement is given a high-quality service in a timely way.
2. Respond to all enquiries regarding the Care of the Next Infant (CONI) programme .
3. Support the information services of the department.
4. Ensure the Befriender programme is administered well and records are kept up to date
5. Ensure the bereavement support services are promoted to those bereaved and to professionals working with bereaved families
6. Ensure the records and services of the department are kept up to date



Job Description

1. Proactively engage bereaved families with the support service, respond to bereavement support enquiries and ensure anyone seeking advice and support on bereavement is given a high-quality service in a timely way.

- To be the primary contact for the bereavement support services.
- To cover and answer the bereavement support helpline and online enquiries responding within the set guidelines and KPIs for the department.
- Proactively engaging with bereaved families through social media and other online platforms.
- Ensure any safeguarding concerns are actioned in accordance with the organisations Safeguarding policy
- Send materials to bereaved contacts, including bereavement packs and follow up cards, and ensure all paperwork and databases are updated with each contact in line with the department guidelines, including Raiser's Edge, Excel databases.
- Ensure any messages on Bereavement Support FB Group are monitored and advice is given via befrienders where appropriate.
- To arrange face to face events for bereaved families including family days and memorial events to an agreed programme.
- Work with Comms Team around social media bereavement support posts.

2. Respond to all enquiries regarding the Care of the Next Infant (CONI) programme.

- Respond to CONI enquiries from families and professionals and pass referrals to the CONI team in a timely way.
- Update the CONI spreadsheet on enquiries progress and outcome.
- Ensure families are kept up to date on progress.
- Ensure families are aware of alternative support when CONI isn't available.

3. Support the information services of the department

- Cover and answer the information services including helpline and online safer sleep enquiries responding within the set guidelines and KPIs for the department

- Keep up to date with the latest advice on reducing the chance of SIDS

4. Ensure the Befriender programme is administered well and records are kept up to date

- Support Befrienders in their work by maintaining regular contact and support
- Keep Befriender records up to date
- Allocate Befrienders when required, ensuring there is an even spread of work between the befrienders
- To collate, finalise and send out the Befriender newsletter on a monthly basis in conjunction with other members of the Team
- Help with the organisation, administration of the Befriender Conference and other events.
- Support the administration and preparation of Befriender Training, attend and participate when required and assist with the new befriender digital documents.

5. Ensure the bereavement support services are promoted to bereaved families and professionals working with bereaved families

- Assist with the setting up and facilitation of Bereaved Families' Panel
- Keep up to date with the bereavement support world including joining National Bereavement Alliance, Child Bereavement Network and research around grief and bereavement.
- Attend events as required to represent the Lullaby Trust's bereavement support services

6. Ensure the records and services of the department are kept up to date

- Ensure bereaved contacts are added and updated on Excel and Raiser's Edge
- Maintain ongoing knowledge and training on the Lullaby Trust's advice and the scientific knowledge behind this advice
- Collate statistics, as required on areas of work within the support services team.
- Assist with the services' evaluation and impact processes including self-evaluation feedback.
- Provide other administrative support to the team as required.



Person Specification

Essential:

- Experience of supporting bereaved families
- Experience of working on a helpline
- Demonstrate an understanding of and empathy with the issues surrounding the death of a baby.
- Proven ability to support others around issues of bereavement. Demonstrate a warm, clear, and considered telephone manner.
- Excellent active listening skills
- Demonstrate compassion for others and a non-judgemental attitude. Evidence of professionalism and boundaries
- Excellent verbal and written communication skills and ability to use these appropriately to offer telephone and online/ email support to bereaved individuals and others contacting the helpline.
- A thorough understanding of confidentiality and safeguarding.
- Able to manage own workload, be well organised and demonstrate strong time management skills.
- Self-disciplined to work in open office environment and working from home
- Commitment to the organisation's strategic goals.

Desirable:

- Experience in supervising people and working with volunteers
- Experience using Raisers Edge or an equivalent database

Key Benefits

- 25 days annual leave pro rata per annum plus 8 paid public holidays
- Additional leave between Christmas and New Year when the office closes
- Ability to buy up to 5 extra days of holiday
- Long service leave entitlement after 3 years of service
- Health Cash Plan
- Compassionate leave
- Employee Assistance Programme
- Free eye-care vouchers
- Up to 1-year Sabbatical leave (unpaid) after 5 years' completed service
- Free travel loan to work after 3 months
- Matched pension contributions up to 5% after 3 months
- The Lullaby Trust operates a company pension scheme into which qualifying employees will be automatically enrolled after 3 months. Default contributions are by salary exchange with the employee and The Lullaby Trust each contributing 4% of salary.



To Apply

Please apply via BeApplied using this link
<https://app.beapplied.com/apply/m2njkt2alz>

Closing date: 14th August 2022

Interviews will be held on 31st August 2022

The Lullaby Trust are committed to hiring ethically and providing the best and most productive candidate experience possible, so are now using the platform BeApplied to inform their recruitment process. This fantastic tool aims to take the inherent unconscious biases out of hiring, ensuring that it is as transparent, ethical and diverse as possible. Every candidate whether successful or not will also be provided with detailed feedback on their application or interview.

If you have any questions, or would like to discuss your application, please email Kate at KateH@lullabytrust.org.uk.