



Bereavement Support Service Coordinator

Job Description

Job Title:	Bereavement Support Service Coordinator
Hours:	14 hrs/wk – days of work are flexible but must include availability to work one evening, when required.
Salary:	£14.00 per hour unqualified / £14.56 per hour qualified to Level 4 NVQ in Advice & Guidance or equivalent (+ pension matched up to 6%)
Contract:	31 st March 2028
Responsible to:	Development Manager
Covering:	Mid & North Powys – home and office based, with meetings in Newtown & Llandrindod Wells
Probationary period:	2 months

Mid & North Powys Mind is committed to equality of opportunity, to being fair and inclusive, and to being a place where all belong. Therefore, we particularly encourage applications from individuals who are underrepresented in the social care workforce. These include people from Black, Asian and minority ethnic backgrounds, disabled people, people with lived experience of poor mental health and individuals from the LGBTQIA+ community.

Job Purpose

- Coordinating Mid & North Powys Mind's Bereavement Support Service and supporting its volunteers to deliver a highly effective service, across mid & north Powys.
- Working with Powys Teaching Health Board, providing support to those bereaved by suicide.

The key functions of this post are:

Service provision

- Ensure that the Bereavement Support Service is provided effectively and professionally, in line with its Operational Plan, within a reasonable timeframe.
- Handling client referrals, assessment and allocation, in line with our Bereavement Support Service Operational Plan.
- Ensure Bereavement Support Service Volunteers have all relevant client information, to aid effective support.

- Ensure the service client evaluation systems runs effectively, including gathering feedback and inputting into our database in a timely manner.
- Keep an accurate and up to date record of individual client support sessions in our database.
- Support the team to use client feedback to improve service quality.
- Ensure effective management of any waiting lists, including contact with those waiting for services and ensuring they are offered other support whilst waiting.
- To ensure any accidents or near misses are reported and recorded following Mid & North Powys Mind procedures.
- To ensure any health and safety concerns are raised with the Development Manager.
- Safeguarding – ensure volunteers know who to contact in Mid & North Powys Mind should they have any safeguarding concerns.
- Arrange two short ‘Walks for Hope’ per year for those bereaved by suicide, in conjunction with the Development Manager.
- Attend occasional joint visits with PTHB staff, to support those bereaved by suicide.
- Attend occasional meetings with Powys Teaching Health Board (PTHB) to coordinate the joint response to those bereaved by suicide, peer supervision, etc.

Service organisation

- Ensure that all Mid & North Powys Mind policies and procedures are followed and are communicated amongst all Bereavement Support Service Volunteers.
- Ensuring Bereavement Support Service Volunteers are familiar with the service Operational Plan and that the plan is kept up to date, in line with best practice and current operating procedures.
- Ensure effective communications between the Bereavement Support Service Volunteers and the wider Mid & North Powys Mind team, and vice versa.
- Ensure effective communication with agencies working with and referring into, the Bereavement Support Service.
- Liaising with funders, in conjunction with the Development Manager.
- Ensure service literature is up to date in conjunction with Mid & North Powys Mind’s Project Administrator (who handles design).
- Ensure Bereavement Support Service Volunteers & regular referral agencies, have a stock of service leaflets.
- Develop a publicity plan, as and when required, to ensure continued public engagement and referrals, using both digital, paper and other methods.
- Attending occasional meetings with external agencies to publicise the service and its successes.
- Keeping a record of where referrals come from, so we can target additional advertising work accordingly.
- Gathering case studies, as and when required, to showcase service effectiveness.
- To act as a key knowledge base for Bereavement Support Service Volunteers, to access other support services in the area.
- Supporting anyone wishing to make a donation to the service.
- Ensure Mid & North Powys Mind organisational mailing list is kept up to date with key partner service provider details.
- Attend meetings with the Development Manager every other month with a ‘Core Group’ of volunteers, looking at service management issues and reporting on key service statistics and writing minutes.
- Attend Monday evening volunteer Support Meetings in Newtown every other month and other relevant service meetings.
- To undertake all relevant training as identified by the organisation.

Recruitment and support of volunteers

- Support the recruitment and induction processes for new volunteers, with the Development Manager.
- Ensure effective communication with volunteers and respond to any queries.
- Keep an accurate and up to date record of Bereavement Support Service Volunteers training course attendance, CPD and supervision undertaken.
- Working with the wider team to support all volunteers to achieve at least the minimum standards required for CPD and training.
- Identifying any arranging additional/external training that the team requires.
- Coordinate the room bookings and reminders for volunteer training/CPD/service meetings.
- To check and authorise volunteer expenses payments and send to the Development Manager for payment.
- Safeguarding – To ensure that all volunteers have attended safeguarding training within the last 3 years.

Other duties

- Undertake all other reasonable duties which are not specified above

Person Specification

Experience & Qualifications

- Excellent IT skills including the use of MS Office
- Excellent digital communication skills (including social media)
- Excellent organisational abilities
- Experience in a service administration/coordination role
- Experience of coordinating volunteers
- Experience of being involved in the delivery of a bereavement support service
- Level 4 Advice & Guidance or equivalent (desirable)

Knowledge

- How bereavement can affect people and how to support them in a person centred way
- An understanding of mental health
- Excellent administration skills
- Knowledge of local service provision in the wider third sector and statutory provision

Essential Qualities

- Ability to communicate effectively and empathetically on the telephone and in person with people who have experienced bereavement
- Ability to liaise and communicate effectively with colleagues, volunteers, external agencies and the public
- Ability to carry out a range of admin tasks (input results into a spreadsheet, using on-line databases, word processing, attending virtual and in-person team meetings), all accurately and without supervision
- Ability to support volunteers so they feel valued, safe, effective and part of a wider Mid & North Powys Mind team

- Ability to work in a person centred manner
- Ability to work flexibly to meet the demands of the service
- Ability to reflect, learn, adapt and make changes
- Ability to work as part of a team and to work on own initiative
- Ability to work within Mind's policy and procedures
- Ability to be highly organised and keep track of outstanding tasks/data gathering
- A commitment to equal opportunities
- Ability to travel within the district (expenses are paid)

Desirable Qualities

- Ability to speak Welsh or a willingness to learn.

Recruitment is done in line with safe recruitment practices.