



## **Role Profile**

# **Senior Specialist Suicide Bereavement Worker Beside Project**

**162 Pennywell Rd Bristol BS5 0TX**

**February 2025**

## 1. Job description

- To provide a bereavement pathway support for individuals effected by the traumatic loss of a self-harm or suspected suicide death.
- To provide an early response (within 3-5 days) of bereavement, making contact with the primary bereaved and informing them of our service.
- To distribute the Help is at Hand document to all bereaved families with whom we have contact and to undertake a preliminary assessment of need and risk.
- To offer, for those wishing to uptake, a support service of individualised care in order to promote the health, hope and recovery amongst people impacted by suicide.
- To support and offer information relating to the inquest process.
- Promote health and recovery amongst individuals by using and demonstrating a range of non-clinical interventions that promote coping and resilience and that enable people to face and overcome their traumatic bereavement.
- To ensure that clients are engaged in the appropriate services to meet their longer-term support needs.

### 1.1 Job purpose

To provide a bereavement pathway support for individuals effected by the traumatic loss of a suspected suicide death. The purpose of the service is to provide a safe trauma informed environment for people i acute emotional distress after a bereavement by suicide. People bereaved by suicide are at an increased risk of dying by suicide, providing postvention support to people bereaved by suicide helps reduce risks.

### Job Context

The post holder will work hours as agreed with their manager, we are family friendly and are able to accommodate people with family and caring responsibilities. The key priority for the service is to work with individuals to create plans and strategies for managing their emotional wellbeing during their grief journey and wellbeing. The service is focussed on supporting people experiencing high levels of emotional distress. We work with other professionals as a part of the role and you will, at times, be expected to work in partnership with multiple agencies, including: VCSE partners, NHS, Social Care, GPs and educational settings.

Second Step is a leading mental health charity in the South West offering housing, support and hope to thousands of people with mental health and other problems. Our goal is to inspire hope and deliver change for everybody and every community we work with.

## 1.2 Organisation

Immediate Supervisor: Team Manager. Colleagues- Specialist Suicide Bereavement workers.

Direct reports- None

## Team Structure

Team Manager

Suicide Bereavement workers

## Values

- **Believe in Hope and Courage.** Recovery becomes a reality when we are confident, courageous, and inspire hope in one another. Change happens and we can achieve great things.
- **Succeeding together.** We're at our best when we work together – staff, service users, carers and partners – making the most of each other's talents and strengths.
- **Building trust.** When we act with integrity, when we strive to be honest with ourselves and those around us, we can build strong bonds of trust.
- **Celebrating diversity.** We value our differences, understanding that being kind and respectful to each other makes us strong.
- **Learning and growing.** By listening and thinking about how we can learn from our actions, we can help create real change for ourselves and inspire those around us.

All staff must continuously demonstrate these values in their professional practice.

The Four Pillars of our Culture are:

- Recovery
- Service Users and Carers at the heart of everything we do (co-production)
- Psychologically informed services
- Equalities

## Job accountabilities

- Ensure that all services are delivered in a warm and welcoming way, demonstrating ambition and hope for all service users.
- Build trusting and collaborative relationships with service users.
- Working from a Trauma and Psychologically Informed approach.
- Carry out role adhering to Second Steps policies, procedures, values, code of conduct and current legislation using a Recovery orientated, psychologically informed, equalities-based approach.
- Identify, assess, contribute, maintain, feedback and manage risk to ensure risk is minimised. Work in a safe manner using a positive risk-taking approach, ensuring the health and safety policies of Second Step are implemented and fully adhered to ensure all safeguarding issues are properly managed.
- Work in a culturally sensitive way for all service users, tailoring the service to meet their individual needs, challenging stigma and discrimination, advocating for person if appropriate, and ensuring up-to-date community knowledge. Work with a range of needs e.g. from young people 16+ to older people, LGBT service users, disabled people and with people with a range of backgrounds and ethnicity
- Participate actively in management supervision, clinical supervision and reflective practice. Proactively seek advice and support from colleagues and other agencies as relevant.
- Feel equipped to read sensitive details provided by the police in our referral forms.
- Manage casework, documentation and time effectively, ensuring up to date and clear record keeping in line with policies, making best use of supervision, training and staff development.
- Work closely with partners and other localities and build strong relationships
- Ensure excellent communication across multiple partner agencies. Taking initiative to share learning, new ideas and trends with colleagues.

### 1.3 Performance measures and critical success factors

- Delivery of specified project work/services to time and standard
- Positive outcomes for service users are achieved
- Maintenance of accurate and up to date records for own areas of responsibility
- Contribution to the monitoring, evaluation and development of the service.
- Collaboration and contribution to the effectiveness of the team.

- People profile

## 2.1 Person specification

	Essential	Desirable
Skills	<ul style="list-style-type: none"> <li>• Numeracy and literacy to A Level/NVQ 3 or equivalent</li> <li>• IT skills including ability to produce various documents in Word and Excel, and use of email and internet.</li> <li>• Ability to work on own initiative</li> <li>• Effective communication skills through experience of working with people with a wide range of backgrounds/experience. Ability to establish appropriate methods of communication</li> <li>• Personal resilience and commitment to attending all supervision and reflective spaces to support your own wellbeing in the workplace</li> </ul>	<ul style="list-style-type: none"> <li>• A counselling qualification or be working towards one PABBS training</li> <li>• Suicide Prevention training</li> </ul>
Knowledge	<ul style="list-style-type: none"> <li>• Proven knowledge and understanding of the support needs of people who are experiencing distress after losing a loved one to suicide</li> <li>• Proven knowledge and understanding of equal opportunities issues</li> <li>• Proven knowledge of the issues surrounding mental health and</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of the third sector</li> </ul>

	emotional distress	
Experience	<ul style="list-style-type: none"><li>• Experience of supporting those bereaved by suicide</li><li>• Experience of supporting those at risk of suicide</li><li>• Experience of managing a case load and lone working in the community</li><li>• Experience of working as a member of a team</li><li>• Two years significant experience of working within a team</li><li>• Experience of building strong relationship with partner agencies and services</li></ul>	<ul style="list-style-type: none"><li>• Experience of working with people with multiple needs i.e. mental health, homelessness, alcohol/drug dependency</li></ul>
Values	<ul style="list-style-type: none"><li>• Commitment to diversity and equal opportunities at work</li><li>• Ability and motivation to work with a Recovery focused approach</li></ul>	



## 2. Competencies

Competency	Entry Level	Desired Level	Exceptional Level
<p>Achieving Results</p> <p>Relevance to Recovery: Services reduce barriers, support service users to find their own solutions and to achieve positive outcomes.</p>	<p>Plans own work and meets agreed goals within the time available Can problem solve alone but knows when to involve others. Able to use more than one approach when solving problems. Works hard and stays focussed on priorities, increases effort without guidance</p>	<p>Prioritises key tasks and manages own workload, taking into account the impact of own work priorities on those of others. Able to use a range of approaches to analyse and manage problems and performance issues. Sets appropriate targets for self and others, will "go the extra mile" to deliver work on time and within budget.</p>	<p>Adjusts own work priorities to take other's priorities into account, and involves other people to achieve goals. Carries out complex analysis of problems, develops innovative approaches to problems and takes calculated risks. Sets appropriate long-term objectives that improve the service and the performance of the organisation.</p>
Competency	Entry Level	Desired Level	Exceptional Level
<p>Customer Care</p> <p>Relevance to Recovery: Everything we do and how we do it carries the message that recovery is possible for everyone using our services.</p> <p>Customers include:</p>	<p>Understands explicit service user needs and supports service users to develop skills to meet their needs. Is aware of Equal opportunities issues and how discrimination can affect service users and other customers. Works to establish good relationships with</p>	<p>Understands explicit service user needs, including cultural needs and supports service users to develop skills to meet their needs. Ensures that their service/team does not discriminate against people on the grounds of age, gender, race, ethnicity, faith,</p>	<p>Understands explicit service user experiences and needs and identifies ways in which the service can respond effectively. Understands and identifies discrimination and social exclusion and acts to reduce it in service delivery. Develops feedback and</p>

Service users Carers Members of the public External agencies Funders Any other interested parties	service users, visitors and other customers. Understands Second Step's code of conduct and values and makes sure that their working relationships reflect these	sexual orientation or ability. Works hard and invests time getting to know and developing good working relationships with service users and other customers. Knows who their key customers are and is able to change own style to suit different customer's needs	evaluation systems that improve services. Contributes to a culture which is customer focussed and where the customer comes first, including responding to both internal and external customers.
Competency	Entry Level	Desired Level	Exceptional Level
Effective Communication  Relevance to Recovery: How we talk to people, our non verbal communication, how we record our work, all give a positive message of hope and recovery.	Understands the information required by their peers and reports and is skilled and confident at communicating with, and listening to, others. Designs and writes well structured, clear and relevant documents, letters and reports. Communicates with others in a form and manner that takes into account their background, culture and level of understanding.	Plans and manages all communications and ensures they are clear, effective and have maximum impact. Is a sensitive communicator, able to diffuse difficult situations by careful handling of communications. Designs and creates effective presentations and reports and is skilled and confident in presenting to audiences	Has highly developed presentation abilities and is effective at promoting the key messages and objectives of organisation. Plans communication around the needs/objectives of the audience. Distils key messages or key conclusions from complex situations.
Competency	Entry Level	Desired Level	Exceptional Level
Partnership and Teamwork  Relevance to Recovery: All team work and partnerships should centre on	Is considerate to the needs of others at work and openly shares information with them. Participates willingly in the team and does their share of	Develops and maintains effective working relationships, understands and contributes to the collective responsibility for	Always tries to understand the needs and priorities of colleagues and reports, builds relationships based on co-operation, respect and trust.

the support requested by an individual and work collaboratively to achieve this. Every service user should have full knowledge of who is involved in their support.	work. Makes an effort to build good working relationships with peers, their team and external agencies.	achieving results. Helps team decision making by their own contribution and supporting others to contribute. Makes a positive contribution to wider team processes such as problem solving, or implementing change.	Facilitates in their team a culture of openness, cooperation, trust and responsibility. Shares power within the organisation and across networks and develops constructive relationships with SMT and other stakeholders, to enable their true involvement in decision making.
Competency	Entry Level	Desired Level	Exceptional Level
<p>Personal and Professional Development</p> <p>Relevance to Recovery: Being open to learning about ourselves and from others, being committed to continual learning and development, assists us to support individuals in their recovery.</p>	<p>Knows and understands Second Step's key values and can demonstrate how they apply them to their day to day work.</p> <p>Understands structure and aims of all services within Second Step. Knows who our key partners and competitors are.</p>	<p>Knows and understands Second Step's mission statement, vision and values and applies these to all areas of their work.</p> <p>Knows how own role and service/team fits into the overall organisation of Second Step and partners. Keeps up to date with changes in sector and can describe how they impact on our work.</p>	<p>Knows who the key decision makers are and what their views are on important issues. Networks and has contacts across Second Step and partners. Shows sensitivity to the strategic priorities and any resource constraints within Second Step and other agencies</p>
Competency	Entry Level	Desired Level	Exceptional Level
<p>Service Area Expertise</p> <p>Relevance to Recovery: Services support individuals</p>	<p>Understands the specialist and/or professional requirements of the job and applies this in their day to day</p>	<p>Has a comprehensive understanding of the specialist and/or professional requirements of the job and</p>	<p>Invests considerable effort in maintaining specialist and/or professional knowledge, experience and skills. Keep</p>

to find ways of understanding and meeting their own needs.	work. Has an up to date knowledge of the full requirements of the job and is willing and able to learn new skills as necessary. Applies Equal Opportunities principles to practice within own service/team.	applies this in all areas of their work. Acts as a reference point within own particular service/team. Ensures the service/team respects diversity in all aspects of service delivery.	abreast of new thinking in area of expertise. Is recognised as the expert in own particular service /team. Promotes respect for diversity with internal and external customers.
Competency	Entry Level	Desired Level	Exceptional Level
Recovery Orientated Practice	Has an understanding of recovery principles and values including: <ul style="list-style-type: none"> <li>• Listening to peoples stories in a non judgemental way.</li> <li>• The importance of helping people meet their own needs.</li> <li>• The importance of enabling social inclusion</li> <li>• How approaches and services can help or hinder recovery</li> </ul>	Consistently applies recovery principles and values in direct work with service users. Can use a recovery focussed approach with service users with a range of needs. Actively promotes recovery with colleagues and the wider organisation	Is able to apply recovery principles and values in all aspects of work, with groups and individuals throughout the organisation. Integrates recovery principles and values into service development.
Competency	Entry Level	Desired Level	Exceptional Level
Working with Change  Relevance to Recovery: Staff and systems are flexible and respond to customer's changing needs	Effectively implements changes in policy and procedure with guidance Understands that the working environment is one of constant change and is able to explain and promote the benefits of change. Involves	Effectively implements new strategies with guidance. Views change as an exciting opportunity and continually strives to identify changes that will improve services. Involves the whole team in any process of change so they have a	s able to implement changes in policy and procedure with guidance. Understands that the working environment is one of constant change. Involves others in change to create a sense of ownership. Promotes

	others when changes are required so they have a sense of ownership.	sense of ownership.	the benefits of change.
Competency	Entry Level	Desired Level	Exceptional Level
Organisation and Sector awareness. Relevance to Recovery: Having a good knowledge of our services and other resources to increase choice for service users.	Knows and understands Second Step's mission statement, vision and values and applies these to all areas of their work. Knows how own role and service/team fits into the overall organisation of Second Step and partners. Keeps up to date with changes in sector and can describe how they impact on our work.	Knows who the key decision makers are and what their views are on important issues. Networks and has contacts across Second Step and partners. Shows sensitivity to the strategic priorities and any resource constraints within Second Step and other agencies.	Competency at Level 4 maintained for at least 1 year.