



## PILGRIMS HOSPICES – JOB DESCRIPTION

### **(Stepping Stones) Bereavement Service Coordinator**

#### **MAIN PURPOSE AND SCOPE OF THE JOB:**

The bereavement service coordinator is responsible for the day to day coordination of Pilgrim's Stepping Stones bereavement services. Under the guidance of the head of service and working closely with Pilgrims bereavement team, you will be required to: manage and respond to incoming referrals and enquiries, overseeing the day to day planning, co-ordination, delivery and evaluation of bereavement services, and leading on the recruitment, training and day to day coordination of a team of expert volunteers. The post holder will be required to travel between hospice sites. The ability to communicate with individuals who may be distressed is essential to this role.

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#### **POSITION IN ORGANISATION**

**Reports to:** Head of Psychosocial, Wellbeing & Bereavement Services

**Responsible for:** None

#### **DUTIES AND KEY RESPONSIBILITIES**

- Monitor incoming website, email and telephone referrals and enquiries for Stepping Stones bereavement support services
- Respond in a timely manner to all referrals and enquiries, making telephone contact with individual's to triage and provide appropriate information where required
- Apply effective communication and interpersonal skills in response to the different needs of individual people and service volunteers
- Be able to communicate in a compassionate and sensitive manner with bereaved individuals, and be comfortable responding to distress
- Be able to signpost to other services where appropriate
- Manage referral booking system, recording information as and where required
- Be responsible for service data, entry & collection as required
- Undertake service evaluation audits as required providing necessary reports provide relevant reports as required, including collation of service evaluations
- Manage and coordinate timetable/schedules, including room/venue bookings where required
- Coordinate supply of marketing and promotional literature, including monitoring stock and managing distribution
- Liaise with stakeholders as required
- Be responsible for ordering/purchasing/invoicing/expenditure analysis in relation to service
- Coordinate and manage volunteer rotas, to ensure continuation of service

- Act as main point of contact for volunteers, responding appropriately to any issues and escalate concerns as appropriate
- Liaise with hospice bereavement team and head of service in regards to any safeguarding concerns reported by volunteers
- Participate in a rota to provide on-site support to volunteers and attendees before, during and after groups (may include some evening and weekend services)
- Within own capabilities, and having received the relevant training, support the delivery of services to fill any gaps in volunteer resource, avoiding cancellation of services wherever possible
- Lead, coordinate, administer and undertake tasks to support the recruitment and training of volunteers, liaising with Head of Service, HR and education teams as required
- Coordinate, attend and minute meetings as required
- Be an ambassador for the service, including attending external promotional events as required
- Provide administrative support to Head of Service as required

## **GENERAL RESPONSIBILITIES**

### **Corporate Governance –**

The post holder must, at all times, act honestly and openly and comply with relevant corporate governance requirements, employment legislation and standards of business conduct.

Post holders are expected to be familiar with and comply with all policies and procedures published by Pilgrims Hospices in East Kent.

### **Health and Safety –**

Under the Health & Safety at Work Act (1974), it is the responsibility of the post holder at every level to take care of his/her own health and safety and that of others who may be affected by his/her acts at work.

### **Data Protection –**

Ensure that all data is processed in a fair and lawful way for the specific identified purpose, in line with the General Data Protection Regulations (GDPR), national data protection legislation and Pilgrims Hospices' Data Protection Policy. Data must not be disclosed in any manner which is incompatible with the purpose and to any unauthorised persons or organisations.

### **Flexibility –**

The post holder is expected to work flexibly to be able to meet the challenges and opportunities of working support Pilgrims Hospices in East Kent.

*This Job Description is not exhaustive. This job description is a reflection of the current position and the post holder is expected to view it as a guide rather than an exact description of all duties and responsibilities. It may be subject to variation from time to time. The post holder will be required to undertake any other duties that may be required by the Line Manager, commensurate with the level of the post.*

Date Written: January 2024

## PILGRIMS HOSPICES – PERSON SPECIFICATION

### (Stepping Stones) Bereavement Service Co-ordinator

This person specification sets out the essential, minimum qualities we are seeking for this post. Please ensure that your application demonstrates how you meet the criteria. You may include voluntary, unpaid and paid work.

	CRITERIA	Criteria Tested At		
		Application	Interview	Desirable/ Essential
<b>EXPERIENCE</b>	• Previous experience in similar or relevant health or social care role	✓	✓	D
	• Previous experience in any service administration/co-ordination role	✓	✓	D
	• Experience of working directly with general public	✓	✓	E
	• Experience of working with volunteers	✓	✓	D
<b>SKILLS/ ABILITIES</b>	• Good interpersonal and communication skills	✓	✓	E
	• Ability to work autonomously and as part of a team	✓	✓	E
	• Excellent IT and administrative skills	✓	✓	E
	• Excellent organisational and time management skills	✓	✓	E
	• Ability to work flexibly to manage competing demands	✓	✓	E
<b>KNOWLEDGE</b>	• An understanding of hospice care and services	✓	✓	D
	• Awareness of loss, grief & bereavement support	✓	✓	D
		✓	✓	D
<b>QUALIFICATION/ TRAINING</b>	Minimum 3 GCSEs (Grade C or Grade 4/5) including English & Maths, OR an appropriate business/administration qualification	✓	✓	E
<b>OTHER REQUIREMENTS</b>	Own transport and ability to travel cross site	✓		E

Date Written: January 2024