

JOB DESCRIPTION



Job title:	Bereavement Lead
Department:	Patient and Family Support
Responsible to:	Patient and Family Support Lead
Grade:	LDR1

Job Purpose

As Bereavement Lead at St. Michael's Hospice (SMH) you will be responsible for coordinating bereavement support services for patients who have been diagnosed with a life limiting illness and families who are anticipating bereavement or have been bereaved.

In line with NICE guidance, the post holder will assess the needs of people referred to the service and allocate to the appropriate level of support.

The role also includes maintaining a small caseload, providing structured individual and group counselling/support for people experiencing significant psychological issues, secondary to grief or bereavement.

The post holder will recruit, train, line manage and supervise counsellors and bereavement support volunteers working for the service, working collaboratively with the multidisciplinary team to ensure effective delivery of this service.

Main Duties and Responsibilities

Coordination

- Complete assessments for clients referred to the Bereavement Service and allocate clients according to need and appropriate level of qualification/experience within the team.
- Ensure that all procedures, working practices and volunteers adhere to SMH codes of practice, the codes of ethics of relevant professional bodies such as the BACP, the Bereavement Care Service Standards and Care Quality Commission regulations.
- Gather feedback and evaluation data to develop the service and the support provided.
- Adhere to SMH policies and procedures when dealing with suicide risk assessment, safeguarding issues, governance issues and complaints.
- Undertake regular and frequent evaluation and monitoring of the Service to ensure it is meeting desired outcomes and the needs of those being referred.
- Work in collaboration with the wider Family Support Team.

Clinical

- Provide one-to-one counselling for patients, carers and bereaved relatives with more complex anticipatory grief or bereavement needs.
- Assess referred clients as per referral process. This will include robust assessment of suicide risk and appropriate response.
- As per initial assessment, allocate clients to appropriate Bereavement Support Volunteers.
- Provide mandatory supervision to the Bereavement Support Volunteers in regular groups and individually as required.
- Complete regular reviews of service provision and need in order to develop and implement for further bereavement support groups if there identified gaps in service.

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- Ensure clients are aware of other, existing SMH, patient and family support services for which they are eligible.
- Work with the multidisciplinary team to identify patient and family members who may be at risk of harm and follow-up those where concerns are reported/raised.
- Provide clinical consultation to other health and social care professionals at SMH on aspects of bereavement and bereavement support.

Management & Leadership

- Provide line management to counsellors working in the team, including yearly appraisals, sickness and performance reviews if required.
- Participate in the implementation, auditing and review of policies, procedures, and systems for delivery of an effective Bereavement Service.
- Ensure adherence to Data Protection policies.
- Maintain the highest standards of clinical record keeping and ensure report writing is maintained on all patient and family interventions as per SMH policy and regulatory guidance.
- Ensure that knowledge about clients is maintained in the strictest confidence and is not divulged except to professionals where it would assist with the treatment and care, or protection of the individual.
- Ensure the collation and management of activity, performance indicator and quality outcome information and data, in partnership with Service Lead and Data Manager.
- Contribute to the further development of all SMH services.

Communication & Strategy

- Communicate in a skilled and sensitive manner to patients and families, information relating to the assessment, management plan and review / outcome of the planned interventions.
- Contribute to multidisciplinary discussions about complex patient and family care management.
- Promote a multidisciplinary team working ethos and approach to the provision of support within the Bereavement Service and wider Patient and Family Support Service.

Education

- Maintain own professional development and registration in counselling.
- Attend and complete mandatory training, as required.
- Facilitate and participate in staff and volunteer education in relation to grief, bereavement and psychological well-being as required by SMH.
- Share knowledge and expertise with other members of the SMH clinical team and wider health and social care community through formal and informal teaching.

Clinical Governance

- Contribute and participate in audit and clinical governance activities to ensure continuous service and care quality improvement.
- Ensure any incidents, near misses and complaints from patients, carers, families, and others are reported and managed sensitively, effectively and in accordance with SMH policies and procedures.

Research and Practice Development

- Promote evidence-based care.
- Actively encourage the initiation of audit/ research activities. Help ensure audit/service evaluation projects are strategically linked to service development needs and priorities.
- Participate, as appropriate, in any relevant national/local research initiatives in which SMH may be involved.

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Professional

- Maintain professional registration.
- Ensure compliance with all SMH policies, procedures, health and safety and other mandatory requirements.
- Ensure provision and participation in activities designed to improve clinical practice i.e., clinical supervision, reflective practice, debrief.
- Positively participate in annual appraisals and individual performance reviews.
- Be responsible for developing self-awareness through reflective practice, demonstrating a commitment to disseminating information and sharing experiences.
- Contribute to a climate where team members openly discuss and challenge standards of individual practice and where decision making can be ratified as a team.
- Take responsibility for day-to-day monitoring of risks, incidents, accidents and near misses in order to minimise risk to patients, families, carers, visitors, and staff.
- Practice and promote client confidentiality at all times.
- Demonstrate efficient time management and a flexible attitude to working patterns.
- Work within the limits of your own competency and responsibility and refer areas that are outside of your competency to your line manager.
- Treat everyone with respect and dignity.
- Respect and support all colleagues.
- Maintain a professional, friendly, and positive influence.

General responsibilities

- Work to maintain the values, vision and aims of St. Michael's Hospice.
- Additional Duties – In discussion with the Patient and Family Support Lead undertake work, as and when required, in support of St. Michael's Hospice as an organisation.
- Public Relations – Represent St. Michael's Hospice in the community and public domain as appropriate.
- Undertake all statutory and mandatory training, as required.
- Be conversant with and adhere to St. Michael's Hospice Policies and Procedures.
- This is an outline job description and may be subject to change, according to the needs of the service, in consultation with the post holder.
- This job description is an outline of the role and responsibilities. From time to time, due to the needs of the service, we may ask you to flexibly undertake other duties that are consistent with your role and banding, including project work, internal job rotation and absence cover.

General Responsibilities

- Work to maintain the values, vision and aims of St. Michael's Hospice.
- Additional Duties – In discussion with the line manager to undertake work, as and when required, in support of St. Michael's Hospice as an organisation.
- Public Relations – To represent St. Michael's Hospice in the community and public domain, including social media, appropriately.
- Undertake all statutory and mandatory training, as required.
- To be conversant with and adhere to all St. Michael's Hospice Policies and Procedures.
- Be responsible for upholding and promoting St. Michael's Hospice safeguarding policies, ensuring the safety and well-being of all individuals, and promptly reporting any concerns or incidents in accordance with established procedures.

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- This is an outline job description and may be subject to change, according to the needs of the service, in consultation with the post holder.
- Take responsibility for own personal safety and of others whilst at work. You will take appropriate action or report any concerns to address any health and safety issues that you or members of your team may be aware of.
- This job description is an outline of the role and responsibilities. From time to time, due to the needs of the service, we may ask you to flexibly undertake other duties that are consistent with your role and banding, including project work, internal job rotation and absence cover.

Reviewed by:	Chris Bagan Patient and Family Support Lead	Date:	05-2026
Signed by employee:		Date:	