**JOB DESCRIPTION & PERSON SPECIFICATION**

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| **Job Title :** | Support Worker  **Children’s Grief Centre:** Children’s Loss and Bereavement Centre |
| **Salary** | Salary depends on Experience and Qualifications |
| **Hours** | Hours over 2 days: 9.30 am to 5.00 pm |
| **Location** | Children’s Grief Centre  Email: office@childrensgriefcentre.ie  Tel 061 224 627 or 087 985 1733 |
| **Reports to** | Helen Culhane, Director, Children’s Grief Centre. |

**JOB SUMMARY**

Working as part of a growing team of employed-staff and volunteers, this role applies counselling knowledge and expertise to a range of clients (children, young people and their families and carers). Primarily our work provides support to children and young people in the context of family, who have suffered a loss through bereavement or separation.

The work is Centre based and includes the following responsibilities;

**Core Responsibilities**

* To provide an effective loss and grief service to the children, young people and families in the Mid West region.
* To support children and young people on a one-to-one basis.
* To ensure all safeguarding training is relevant and up to date.
* To positively promote the service to other agencies and fund providers.
* To produce and maintain relevant client and service statistics in addition to maintaining expenses and all other organisational records as required.
* To provide relevant service reports as required.

**2. Practice Responsibilities**

* To be responsible for the provision of a support service for children and young people and families.
* To engage flexibly with clients and their carers, to promote constructive working relationships.
* To support, where appropriate, the work of other support workers and volunteers working with clients through consultation and management supervision.
* To plan and organise one-to-one client work for self and support workers/volunteers.
* To liaise effectively with other agencies, to promote and develop the service.

**3. Organisational**

* To positively engage with line management.
* To maintain open and straightforward communication with colleagues and provide information within the time and format required.

**4. Administration**

* To maintain records and provide statistical returns as required.
* To monitor and evaluate the service within the organisation.
* To maintain confidentiality for and with clients (individual and organisational).

**5. General**

The post holder will be required to:-

* Co-operate fully with the implementation of Health and Safety arrangements/ standards.
* Adhere at all times to all of Children’s Grief Centre’s policies and codes of conduct, including for example:
  1. Safeguarding
  2. Confidentiality
* Take responsibility for his or her professional development including attending monthly client supervision provided by the Centre. You are also required to undergo performance appraisal in order to maximise his/her potential and meet the demands of the post.

**Essential Criteria**

1. Relevant professional qualification
2. Evidence of having worked with Children and Young People and their families affected by grief and loss.
3. Hold a current driving licence.
4. Ability to maintain a high degree of professionalism in the face of highly emotive and distressing problems.
5. Ability to communicate effectively at both written and oral level.
6. Competent working knowledge of computers/IT technology.