



JOB DESCRIPTION & PERSON SPECIFICATION

Job Title:	Senior Support Worker
Salary	Salary dependant on experience and qualifications.
Hours	21 hours over 3 days a week. 9.30am – 5pm. 3-year fixed term contract.
Location	Children's Grief Centre CLG O Connell Avenue, Limerick.
Reports to	CEO
Job Summary	Working as part of a growing team of staff and volunteers, providing support to children and young people, who have suffered a loss through bereavement and/or parental separation/divorce. The role will also involve the screening of referrals to the service and supervising support staff.

1. Core Responsibilities

- Provide effective support to children, young people and families affected by loss due to death, parental separation and divorce.
- Screen referrals to the service and meet with parents to discuss appropriate supports for their child.
- Deliver one to one support to bereaved children and young people
- Supervise support staff, providing guidance and direction regarding case management.
- Maintain open communication with families to address their specific needs and concerns.
- Work in accordance with relevant legislation such as the Child Care Act 1991, Children First Act 2015 and other relevant legislation to ensure the safety and protection of children.
- Positively represent and promote the service in a positive manner to other agencies and funding providers.
- Provide and maintain relevant client and service statistics in addition to maintaining expenses and other organisational records as required.
- Participate as a member of the senior management team attending relevant team and organisational meetings.



2. Practice Responsibilities

- Oversee appointment scheduling for support staff and organise and chair regular support team meetings.
- Coordinate relevant training for support staff to enhance service delivery.
- Work with children and families who have experienced complicated grief.
- Ensure support staff work in accordance with organisational policy and procedures.
- Engage in a flexible manner with children and their carers to foster positive working relationships.
- Liaise effectively with other agencies to promote and develop the service.

3. Organisational

- Support the CEO and senior management in the implementation of the Strategic Plan 2025- 2030.
- Maintain open communication with colleagues and provide information within the time and format required.

4. Administration

- Maintain accurate records and provide statistical returns as required.
- Maintain strict confidentiality regarding client and organisational information.

5. General

- Cooperate fully with the implementation of Health and Safety standards and arrangements.
- Adhere to the CGC's policies, procedures and codes of conduct.
- Take responsibility for ongoing professional development, including attending monthly client supervision provided by the Centre
- Participate in performance appraisal processes to support ongoing professional growth and fulfil the requirements of the role.

Person Specification

- Compassionate, patient and empathetic approach.
- Resilient and able to remain calm under pressure.
- Positive role model with a commitment to equality, diversity and inclusion.
- Proactive, solution-focused and adaptable to changing needs.
- Commitment to safeguarding and promoting the welfare of children