



## JOB DESCRIPTION - Support Team Manager

- Location:** **CURRENTLY DUE TO THE COVID PANDEMIC STAFF ARE WORKING REMOTELY.** Usually based at Jigsaw (South East) offices in East Grinstead, West Sussex. The post involves some travel within Surrey and surrounding areas.
- Accountability:** The post holder will be managed by the Service Development Manager at Jigsaw (South East).

Jigsaw (South East) is a registered charity supporting children and young people in Surrey and parts of Sussex and Kent, who have experienced the death of a significant family member and those who have a family member with a life limiting condition. Established in 2012, we provide children and their families with support, the chance to meet others in the same situation and the coping strategies to manage their grief both now and in the future.

We have an exciting opportunity for a Support Team Manager to implement and manage the service delivery of a child bereavement charity.

**Applicants need to demonstrate experience of managing services, a clear understanding of excellence in child bereavement support services and a passion for partnership working.**

### **Main Aim of Post:**

- To ensure our services meet the needs of children and young people by managing and coordinating the pre and post bereavement teams.
- To record and monitor outcome data to ensure our services improve the lives of children and young people we are supporting.

- To promote good partnerships with local schools to facilitate the support of children and young people within their existing communities.
- To contribute to the development of Jigsaw's training programme and assist in its delivery.
- To safeguard our service users through the implementation of our policies and protocols.

### **Principal Duties & Responsibilities**

- To ensure leadership and management of Jigsaw support workers, including appraisal, CPD, performance.
- To provide specialist advice and expertise internally to support staff and externally to other agencies.
- To manage workload and staffing for Preparing for Loss and Grief Support Teams.
- To ensure documentation and record keeping is of a high standard.
- To ensure safeguarding policies and procedures are implemented and recorded.
- To ensure policies are implemented and propose changes to practices, procedures or service.
- To supervise/support/co-ordinate volunteers and students who are working alongside our support workers.
- To co-ordinate service events such as the information evenings, grief support groups and ensure we are meeting our outcomes.
- To co-ordinate user focus groups to facilitate evaluation of our services.
- To co-ordinate regular activities for children, young people and their families.

You will have experience of:

- Development, implementation and management of support services for children and young people.
- Line-managing clinical/therapeutic staff.
- Producing service analysis and report writing.
- Managing and developing monitoring and reporting systems.

You will have knowledge and understanding of:

- Knowledge and understanding of the impact of bereavement on children and young people.
- Knowledge of legislation relevant to children and family work.
- Knowledge of attachment theory and building resilience in children and young people.

**Training:** To attend Jigsaw (South East) meetings and training events as requested by the line manager.

**Hours of work:** **18 hours per week**, to include a Tuesday and be used flexibly to meet the needs of the service.

**Terms & conditions:** **Jigsaw (South East) terms and conditions of service.**

**Salary:** **£28,000** pro rata (Salary under review)  
(Full time equivalent is 35 hours)

*This job description outlines the key tasks and responsibilities of the post. These key tasks and responsibilities are subject to change. Any changes will be made in consultation with the post holder and Jigsaw South East.*

*Jigsaw South East is committed to promoting equality and diversity and a culture that actively values difference and recognises that a diverse workforce contributes to our aim of making our services inclusive and accessible to people from all sections of the community.*

*Jigsaw South East works with children and young people and we are committed to their safety and welfare. The successful applicant will be required to complete a satisfactory DBS check and comply with our Safeguarding policy and our Fundraising Code of Practice. The role will also be subject to satisfactory references.*

For further information about the role or an application form, please contact Jennie Hattan, Service Manager at [info@jigsawsoutheast.org.uk](mailto:info@jigsawsoutheast.org.uk) or on 01342 313895

**Closing date: 19<sup>th</sup> April 2021**  
**Shortlisting w/c 26<sup>th</sup> April 2021**  
**Interviews w/c 3<sup>rd</sup> May 2021**

## **PERSON SPECIFICATION - Support team manager**

### **Education**

**Degree level or equivalent in health care/social work/psychology/counselling or similar**

### **Essential**

Experience of managing teams, ideally in the clinical or therapeutic professions.

A passion for charity work or supporting disadvantaged children and young people.

Experience of current child protection legislation and safeguarding procedures.

Excellent communication skills, particularly written.

Well organised with a meticulous attention to detail.

High level of self-motivation and ability to work independently.

Ability to organise own workload to deadlines.

IT skills – confident in the use of excel and word, ideally confident with Microsoft Teams.

Ability to demonstrate initiative and work well under pressure.

Sensitivity to the work of the charity and the impact of bereavement on families.

Be able to manage and maintain confidential/sensitive information with professionalism, adhering to privacy and security policies.

### **Desirable**

Experience of working in the charitable sector

Knowledge and understanding of the impact of bereavement on children and young people.

Knowledge of attachment theory and building resilience in children and young people.

Experience of producing outcome data and reports