

Jigsaw (South East)

## JOB DESCRIPTION

Jigsaw Support Worker – Grief Project



Supporting children  
through the loss of a loved one

### THIS POST IS INITIALLY A 12 MONTH FIXED TERM CONTRACT

**Location:**

**CURRENTLY DUE TO THE COVID PANDEMIC STAFF ARE WORKING REMOTELY.** Usually, the post holder would be working remotely. In the future, there may be a need to work some hours at the Jigsaw (South East) offices in East Grinstead. The post involves some travel within Surrey and surrounding areas. They will attend regular team meetings based in central Surrey as well as meetings at the office in East Grinstead.

**Accountability:**

The post holder will be managed by the Service Manager at Jigsaw (South East).

**Main Aim of Post:**

**Initially, whilst the pandemic continues to affect the way we work, this post will focus on early support and assessment of the needs of new referrals. In the future the role is likely to evolve to incorporate the job description more broadly.** To provide a grief support service at Jigsaw (South East) for children, young people and families, who have been recently referred to us. To proactively support schools and other agencies supporting these bereaved children and young people.

**Tasks:**

To receive referrals and assess the needs of bereaved children and their families, working flexibly, collaboratively and in way that recognises their strengths and maximises these. Referrals may be directly from families or from other professionals.

To offer advice and guidance to families in the early days and weeks following a referral.

To undertake a screening assessment to develop a plan of support and to signpost to other services if appropriate.

To develop an individual plan of support and to signpost to other services if appropriate.

To ensure that all assessments are completed on time in line with our evaluation processes and information on cases

recorded in order to support funding applications and reports on the effectiveness of support

To offer group and family sessions matching the form of intervention to the identified need.

To provide support for local schools to assist them in supporting bereaved children and young people. This may involve visits to schools with presentations to pupils and staff.

To provide a flexible needs-led service. This will include evening and weekend work for support groups, information evenings and events.

To assist in the coordination of, and contribute to the running of family support groups, facilitating either the children, young people or adult sessions within the groups and information evenings. These run in the evening and at weekends.

To co-ordinate and contribute to the running of information evenings for families.

To co-ordinate and contribute to the running of social events for the children and families which take place during evenings, weekends and school holidays.

To develop Jigsaw (South East) resources for families, children and young people and schools.

To assist in the training and support of new members of staff and volunteers on the project.

To assist in the delivery of the JSE bereavement training programme.

To assist in the support of students on placement with Jigsaw (South East)

To contribute to and participate in the regular review of the effectiveness of the interventions and the satisfaction of the users of the services, children, parents and staff, administering questionnaires and analysing responses.

To be responsible for record keeping in line with JSE policy and monitoring your caseloads.

To ensure that child safeguarding issues are reported in accordance with the policies of Jigsaw (South East).

To ensure that good practice and equal opportunity principles and values are complied with and promoted in accordance with the policies of Jigsaw (South East).

To conform to health and safety legal requirements as laid down by Jigsaw (South East).

To participate in internal and multi-agency working groups as appropriate for exchange of information and “best practice”.

Team members are expected to support the charity’s fundraising objectives by volunteering at fundraising events from time to time

**Training/Supervision:**

To receive supervision on a regular basis and 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:**

**THIS IS A 12 MONTH FIXED TERM CONTRACT.** Jigsaw (South East) terms and conditions of service.

**Salary:**

£27,500-£29,500 pro rata  
(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.*

**Jigsaw (South East)**  
**PERSON SPECIFICATION**  
**Jigsaw Support Worker – Grief Project**



**JOB TITLE:** Grief Support Worker

**LOCATION:** Based in Surrey working remotely with office base for Jigsaw (South East) at East Court Mansion, College Lane, East Grinstead RH19 3LT

**RESPONSIBLE TO:** Service Manager – Jigsaw (South East)

<b>FACTOR</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>METHOD OF ASSESSMENT</b>
<b>Career Experience</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Experience of direct work with children and their families.</li> <li><input type="checkbox"/> Experience of working with children who have been bereaved</li> <li><input type="checkbox"/> Experience of working in a multi-ethnic community</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Experience of outreach work.</li> <li><input type="checkbox"/> Experience of involving service users in service development.</li> </ul>	Application form and interview.
<b>Education &amp; Training</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Educated to NVQ Level 3 or equivalent</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Training in health, social care or youth and community work.</li> </ul>	Application form.
<b>Skills/Aptitude Knowledge</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Ability to engage and sustain positive working relationships with children and young people.</li> <li><input type="checkbox"/> Ability to work in partnership with families</li> <li><input type="checkbox"/> Ability to work in an anti-discriminatory way.</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Knowledge of current issues and research in social care for children and families.</li> <li><input type="checkbox"/> A working knowledge of legislation relevant to children and families work.</li> <li><input type="checkbox"/> A working knowledge of child protection issues and procedures</li> <li><input type="checkbox"/> Knowledge of Microsoft Office, including Teams and Sharepoint</li> </ul>	Application form, interview and references will assess all of these criteria.

<b>Skills/Aptitude</b>  <b>Knowledge</b> <b>Cont.</b>	<ul style="list-style-type: none"> <li>❑ Knowledge and experience of working with child protection issues</li> <li>❑ Ability to work independently without close supervision as well as working within a team.</li> <li>❑ Ability to work to clear objectives, prioritise and meet deadlines.</li> <li>❑ Be able to communicate effectively verbally and in writing (including report writing).</li> <li>❑ Possession of basic IT skills.</li> </ul>		
<b>Equal Opportunities</b>	<ul style="list-style-type: none"> <li>❑ Ability to ensure that culturally and racially sensitive services are offered to service users.</li> </ul>		Application form, interview and references will be used to assess these criteria.
<b>Other requirements</b>	<ul style="list-style-type: none"> <li>❑ Use of a car and willingness to travel within Surrey and surrounding areas.</li> <li>❑ Willingness to work flexible hours according to the needs of the project.</li> </ul>		Application form, interview and references will be used to assess these criteria.