



Job Title:

Bereavement Support Manager

Location:	Hitchin, Hertfordshire.
Organisation:	Stand-by-me Bereavement Support Services for Children (SBM)
Reports to:	Director, SBM
Contract Type:	30 hours per week; some Saturday/evening work required
Salary:	£30-35,000 FTE

About Us

Stand-by-me Bereavement Support (SBM) is an award-winning charity based in Hitchin, Hertfordshire. We support children and young people who have suffered bereavement through therapeutic group work, support for parents and carers and 'Contact-me', our school framework for supporting bereaved pupils.

Role Overview

The Bereavement Support Manager oversees the Contact-me programme. They introduce, train and help implement the programme within the school setting, ensuring the delivery of high-quality support services for pupils affected by bereavement.

They partner with the Clinical Services Manager to deliver SBM's therapeutic groupwork programme, supporting assessments and leading the Parents/Carer sessions that run alongside.

Key Responsibilities

Contact-me

- Oversee the Contact-me programme, ensuring it meets the needs of bereaved children, their families, school and healthcare professionals.
- Introduce, train and help implement the programme within the school setting, providing ongoing guidance to ensure the delivery of high-quality support services.
- Collaborate with key stakeholders to enable a holistic, 'team around the family' approach to bereavement support services.

- Continuously evaluate the programme's impact, making recommendations and implementing improvements as appropriate.

Groupwork

- Partner with the Clinical Services Manager to deliver SBM's therapeutic groupwork programme, organising programmes, supporting assessments and leading the Parents/Carer sessions that run alongside.
- Collect quantitative and qualitative information to inform SBM and meet the requirements for reporting to funders.
- Continuously evaluate the programme's impact, making recommendations and implement improvements as appropriate.

Core

- Act as an ambassador for SBM, promoting available services and contributing to the development and implementation of expanded and/or new programmes.
- Collaborate with SBM's staff and trustees to support reporting, upskilling and compliance requirements.

Requirements & Qualifications

- Relevant qualification(s) in counselling, social work or a related field
- Experience working within a multi-therapy setting
- Experience working with children and young people (within a support or educational setting preferred)
- A strong understanding of bereavement issues and their impact on children and families
- Empathetic and emotionally resilient, able to sensitively navigate conversations with children and families in distress; committed to using supervision and team check-ins to process the emotional impact of bereavement work
- Excellent communication and interpersonal skills, able to build rapport with children, young people and adults
- Excellent presentation and facilitation skills, able to deliver compelling training and facilitate meaningful groupwork sessions
- A collaborative and flexible approach to work, with a willingness to 'muck in' and support SBM's wider goals
- Strong organisational and prioritisation skills, with the ability to juggle multiple streams of work
- Knowledge of safeguarding practices and child protection policies

Additional Notes

Because we support families when they need us most, you'll occasionally work on Saturdays to lead these sessions. We offer Time Off In Lieu so you can reclaim your weekend time at a time that works for you.

A full UK driving license and access to your own reliable vehicle are essential for this role, as you'll be traveling between various community and school settings.