



JOB DESCRIPTION

Job Title:	Bereavement Administrator
Reports to:	Lead Counsellor
Department:	Community Bereavement and Emotional Support Team
Hours:	20 Hours per week
Working Pattern:	Tuesday to Friday – flexibility is required to meet the needs of clients, the role, Jersey Hospice Care and to attend events outside of normal working hours as required.
Contract Type:	6-months, Fixed-term Contract

General

Jersey Hospice Care is an independent charity which provides palliative care services within the community and the hospital, as well as through the King Centre and In Patient Unit facilities. All services benefit from a well-resourced multi-professional team with skills and expertise in palliative and end of life care. These services are provided at no cost to the patient or their family.

Job Summary

The post holder will provide administrative support for the Jersey Hospice Care (JHC) Community Bereavement Service and Emotional Support Team to facilitate effective running of the bereavement and emotional support and counselling for the community and hospice.

Job Context

The job is based within JHC. The post holder will often be the first point of contact for further information on how to access this service and to record contact details for the counsellors to provide further support.

Nature and Scope of Role

The accountabilities of the role will include but are not limited to supporting the Bereavement Support team the following areas:

- Administration**

In addition, the post holder is required to operate in adherence to Jersey Hospice Care Culture Pathway, Vision, Mission, Values and Behaviours.

1. Administration

- Dealing with telephone enquiries which at times can be upsetting, therefore, ensuring confidentiality at all times throughout.
- Act as the first point of contact for clients as and when they access the Bereavement service.
- Undertake a range of administrative duties that contribute to the smooth running of the Community Bereavement Service including typing, filing, preparing, and updating routine forms and documentation.
- Manage the Bereavement room booking diary system.
- Ensure that the relevant documentation is completed accordingly for referrals into Community Bereavement Service and adding new clients to EMIS (electronic patient record).
- Ensure daily check for hospice patient referrals for Emotional Support are processed and counsellors are made aware as soon as possible.
- Collate monthly statistics relating to client, staff, students, and volunteers within the Community Bereavement Service and emotional support for KPI's.
- Monthly figures to be given to Bereavement Lead for review, discussion and to ensure Bereavement Lead inputs data onto the TEAMS KPI's excel sheet.
- Inputting information from all referrals, assessments, and appointments into the Palcare client database (Excel spreadsheet) to ensure that records are accurate and comprehensive.
- Maintain a counsellor client caseload and register up to date (Support Worker Allocation File).
- Ensure all counsellors, volunteers and students have given Client Feedback sheet for completion at last session for data collection.
- Ensure Wellbeing sheet is completed by clients with all counsellors, volunteers, and students at last session for data collection.
- To attend and complete all Mandatory Training and E-Learning and Grief, Loss, and wellbeing day workshop.

GENERAL DUTIES

In addition to the key job responsibilities detailed in this job description all employees at Jersey Hospice Care are expected to comply with the general duties detailed below:

Infection Prevention and Control - Maintain a clean, safe environment, ensuring adherence to Jersey Hospice Care's standards of cleanliness, hygiene and infection prevention and control.

Safeguarding - Jersey Hospice Care is committed to safeguarding and promoting the welfare of adults, children, and young persons. All employees are therefore expected to behave in such a way that supports this commitment.

Foundation Level Safeguarding Training will be provided to all non-clinical employees and all clinical employees will be required to attend Safeguarding training in line with the Intercollegiate Document recommendations (RCN, 2018).

Information Governance - Jersey Hospice Care has undertaken to ensure that it meets its obligations to comply with the Data Protection (Jersey) Law 2018 and other guidance and standards of confidentiality and information security.

All employees have an individual responsibility for creating accurate records of their work and for making entries into and managing all records effectively in line with policies and procedures and to ensure Jersey Hospice Care meets its legal, regulatory and accountability requirements.

Governance - Actively participate in governance activities to ensure that the highest standards of care and business conduct are achieved.

Health & Safety - Ensure a safe working environment and be aware of responsibilities under the Health and Safety at Work (Jersey) Law 1989, taking appropriate action in the event of an accident to patients, employees, self, or any other person in the work area.

To co-operate fully in discharging the policies and procedures with regard to health and safety matters.

Whilst the aim of Jersey Hospice Care is to promote a co-operative and constructive view of health and safety concerns in the organisation, all employees must be aware that a wilful or irresponsible disregard for safety matters may give rise to disciplinary proceedings.

Volunteers – All employees have an individual responsibility to recruit, train and support volunteers as appropriate, to achieve Jersey Hospice Care objectives, making best use of volunteers and to minimise costs.

OTHER INFORMATION

Data Protection - Applications made in respect of this position will remain confidential, those that are unsuccessful will be kept for a period of 12 months from date of receipt at which point they will be destroyed. The application of the successful candidate will be kept on their personnel file for three years post termination of employment. For further explanation see Appendix A 'fair processing statement'.

Equal opportunities statement - Jersey Hospice Care is committed to eliminating discrimination and encouraging diversity amongst our workforce. We demonstrate commitment to equality and fairness for all in our employment and do not discriminate on the grounds of gender, marital status, race, ethnic origin, colour, nationality, national origin, disability, sexual orientation, religion, or age. We oppose all forms of unlawful and unfair discrimination.

Jersey Hospice Care operates a strict no smoking policy.

NB: Although this is a comprehensive job description, you may be required to undertake other duties assigned by Jersey Hospice Care in response to organisational or service demands.

PERSON SPECIFICATION		
Bereavement Administration Assistant		
Essential Criteria for selection		Desirable Criteria for selection
Qualifications and Training	<ul style="list-style-type: none"> • GCSE/O Levels (or equivalent) in English and Maths or, ability to demonstrate excellent standard of literacy and numeracy. • Proficiency in Microsoft Outlook, Word, Excel and Power Point, Internet & Publisher 	<ul style="list-style-type: none"> • ECDL • IT qualification <p>Customer service qualification</p>
Knowledge and Experience	<ul style="list-style-type: none"> • Previous experience in a busy administrative role incorporating the need for accurate word processing, use of spreadsheets and databases as well as accurate record keeping. • Previous experience in a role that required excellent communication with internal and external customers. • Accuracy and attention to detail • Forward planning and prioritising • A clear understanding of data protection and confidentiality is a key requirement of the role. • Can demonstrate effective verbal and written communication skills. • Has strong organisational skills and ability to multi-task, work quickly and efficiently, changing priorities when needed to meet the needs of the department. • Is able to work independently and to deadlines. 	<ul style="list-style-type: none"> • Previous experience in a health care environment would be advantageous. • Previous education or training environment experience. • Experience of working in a customer service/support role including handling a wide range of enquiries particularly by telephone and email.
Technical abilities	<ul style="list-style-type: none"> • Good IT skills in word processing, Excel, PowerPoint, and Outlook essential • Competent in using Word to complete typed assessments. • Experience of Microsoft 365 including Teams communication channel and TEAM Folders and Channels 	
Personal attributes	<ul style="list-style-type: none"> • Is empathic but resilient to the emotions of others. • Is calm, patient, and mature in attitude. • Is positive, flexible, self-motivating and has a can-do approach to work. • Has ability to work under pressure alone or as part of a team. • Is adaptable and able to act as a positive role model within the organisation and to external stakeholders as an ambassador for JHC. • Due to the sensitivity of the role awareness of confidentiality and boundaries of sharing information. • Self-awareness of the impact of own bereavements when dealing with others. 	

JERSEY HOSPICE CARE BACKGROUND

Specialist Palliative Care Team – The Specialist Palliative Care Team works collaboratively with all healthcare professionals island wide to ensure patients and their families receive expert advice and support in relation to palliative and end of life care in all community settings whether this is at home, in nursing and residential care homes or in hospital. The team will adopt a multidisciplinary approach to ensure that it provides complex symptom management and holistic care in order to provide patients with the optimum quality of life possible.

King Centre - The King Centre provides wellbeing services based on a rehabilitative approach that support patients affected by life limiting illnesses to enable them to live life as fully as possible, alongside their illness. The King Centre Team offers a comprehensive range of day services, including day hospice, physiotherapy, and complementary therapies. These services are provided by skilled practitioners through individual and group activities and are based upon the personal priorities, goals and needs of each patient.

In Patient Unit – The In-Patient Unit comprises of twelve single en-suite bedrooms and provides specialist 24-hour, individualised care with the aim of maintaining independence and dignity in a caring and supportive environment. Care is delivered by experienced, specialist Registered Nurses and Health Care Assistants, working with other members of the multi-disciplinary team, to ensure a holistic approach to the care of patients and their families.

Children & Young People Services - The Children & Young People Services are designed to support children and families with the challenges that having a life-threatening condition can bring. The CYP multidisciplinary team ensures each child and young person will have bespoke care, tailored to their individual medical, emotional, cultural, religious, and spiritual needs. However long or short a child's life may be, Jersey Hospice Care's is there to support every member of the family, every step of the way.

Bereavement & Emotional Support Service – The Bereavement & Emotional Support Service offers free, confidential counselling and support to anyone in the community who has suffered a loss, regardless of the nature of the bereavement. Both life limiting illness and grief following a loss can have a huge emotional impact. Our service is made up of a small team of qualified and experienced counsellors and trained volunteer bereavement support workers.

Education, Learning and Development Team - The Education, Learning and Development Team co-ordinate a broad range of academic and competency-based education programmes to support our employees irrespective of which department they work in to ensure competence and confidence in their roles. We also deliver external education across Jersey's health and social care community which focus on the principles and practice of palliative and end of life care. The overall aim is to achieve Island wide excellence in standards from a single point of education delivery.

Retail - There are two Jersey Hospice Care shops; a town shop in St Helier and a country shop in St Ouen, both operated by Jersey Hospice Care Retail Limited a wholly owned subsidiary trading company of Jersey Hospice Care. The shops are important sources of income, as well as providing a vital contact with the Island community.

Income Generation team - Are responsible for generating efficient, effective sustainable income for now and for the future. Notable key fundraising events are Million Pound Lottery, Dragon Boat Festival, 5000 Club and Christmas Tree collections.

Volunteers - Jersey Hospice Care depends on the generous support of a large body of volunteers who assist in a wide range of roles across all areas of the charity. These include helping in the shops, Day Hospice, In Patient Unit, Community Bereavement Service, fundraising and garden.

Support Services - The Support Services' employees are responsible for: People activities and support; administration tasks and projects; accounts management; reception; housekeeping; and our catering services. They provide support to Council, the Executive Team, and Senior Management, and are the first point of call for those ringing or calling at Jersey Hospice Care. They are vital to the smooth running of the charity.