**RUTH STRAUSS FOUNDATION**

**JOB DESCRIPTION**

**Job Title:** **Clinical Lead Family Support Service**

**Salary:** Comparative to NHS band 8a, pro rata

**Responsible to:** Head of Mission Services, Ruth Strauss Foundation

**Accountable to:** Chief Executive Officer

Board of the Ruth Strauss Foundation

**Hours per week:** 28 hours per week

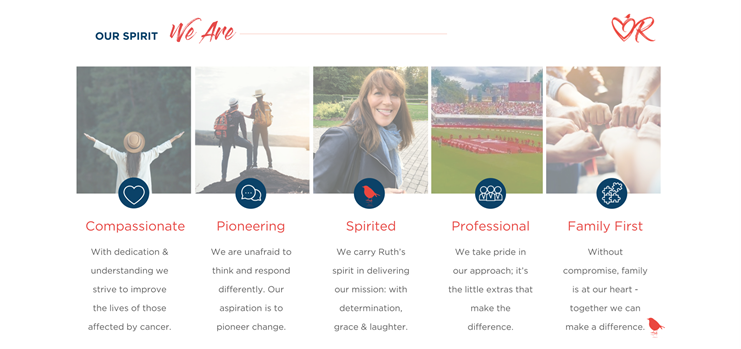
**Location:** Home based to begin with. Once office re-opens subject to Covid-19 restrictions option to work flexibly across the week between home and office. (Office location is Lord’s Cricket Ground NW8).

**Ruth Strauss Foundation**

Early 2018, Ruth Strauss, wife of Sir Andrew Strauss the former England cricket captain, was diagnosed with an incurable lung cancer that affects non-smokers.  Ruth died on 29th December 2018; she was 46 years old and mother to two children, then aged 10 and 13.

**Our Mission:** In her memory, Sir Andrew has launched The Ruth Strauss Foundation to:

* To ensure that every family with a child facing the death of a parent is offered the professional emotional support they need to prepare the family for the future.
* To facilitate collaboration and influence research in the fight against non-smoking related lung cancers, so that together we find the causes sooner and improve outcomes.



**Role overview**

One of our core objectives in our three-year strategy is toestablish the Ruth Strauss Foundation as the destination for family pre-bereavement support. This role will be key in helping us to achieve this objective through leading the approach for how we support families directly.

**Core focus area**

This role will lead the development and delivery of a high-quality virtual service which offers guidance and support to parents and those with significant caring responsibilities to prepare their child(ren) for parental death from any terminal/incurable illness.

The services will enable parents to feel supported, guided, and confident in preparing their child and the whole family for parental death.

**Key relationships**

* Head of Mission Services, Ruth Strauss Foundation
* Pre-bereavement Guidance Practitioners (x 3)
* Pre-bereavement Guidance Assistant
* Support, Coaching and Mentoring Lead
* Service users

**Responsibilities**

**Clinical leadership**

1. To be responsible for the effective and high-quality delivery of the Ruth Strauss Foundation Family Support Service, which includes a current team of three self-employed Pre-bereavement Guidance Practitioners and an employed Pre-bereavement Guidance Assistant.
2. Provide line management to the Pre-bereavement Guidance Assistant as they respond to all service enquiries, providing clinical oversight and leadership in how enquiries are assessed, allocated and managed.
3. Provide line management to the Pre-bereavement Guidance Practitioners. Monitoring the referrals to the team and providing clinical oversight and support for complex enquiries.
4. Provide on call support for Pre-bereavement Guidance Practitioners for their operating hours (10am to 9pm Monday to Friday), as needed.
5. Ensure that the Pre-bereavement Guidance Practitioners and Pre-bereavement Guidance Assistant work to the level of competency required for each of their roles.
6. Ensure all clinical incidents are reports and investigated in accordance with RSFs policy. With Head of Mission services taking time to review, reflect, learn, and ultimately implement learning from any incidents.
7. Monitor quality of service and strive to provide continuous improvements.
8. Ensure that staff working in the Family Support Service are well supported and have access to regular supervision.
9. Identify need for development of clinical resources and information for service users and pre-bereaved families. Contribute clinical expertise to work with RSF Marcomms team to meet any identified gaps.
10. Ensure all service activities are delivered in line with regulations (e.g., General Data Protection Regulation).
11. To ensure that all members of the Family Support Service adhere to RSF’s policies and procedures when delivering the service.
12. Once the current new service is established, work with the Head of Mission Services to create a clear, realistic, and forward-thinking direction for the clinical service, which is of high quality and delivered safely.
13. Working with MarComms Team, jointly lead a publicity and service promotion plan.
14. Assist with the planning, implementation, execution and evaluation of any new clinical projects or ideas as agreed with the Head of Mission Service.
15. Be the family pre-bereavement subject matter expert for RSF.

**Service management**

1. Lead on development of service outcome and impact measures. Reviewing current interim plans and leading on best approach to collect service user outcomes and impact.
2. Provide regular written reports on service outputs, outcomes, and impact for RSF Board of Trustees and RSF Family Support Advisory Group.
3. Manage and process all services invoices, including but not limited to invoices from the self-employed Pre-bereavement Practitioners and Support Coaching and Mentoring Lead submit invoices.
4. Monitor day-to-day income and expenditure relating to the service, including but not limited to costs of Pre-bereavement Guidance Practitioner time, Supervision costs, and any other service costs.
5. Identify and articulate the technology infrastructure service requirements to IT experts and jointly lead the implementation of a new system with expert IT input. Lead on implementing any new practices or processes for the service from developing process documents, to supporting training of new ways of working for the team.
6. Identify future resource needs for the continued safe and quality delivery of the service.
7. If new roles are recruited within the service, lead on recruitment, induction, and training for any new Family Support Service staff.
8. Develop an ongoing programme of training and development with is aligned to role competencies for service staff.
9. Build referral pathways into the service and for onwards referral for when further support, which is beyond the remit of RSF’s services is required.
10. Building and maintaining a directory of services which can be signposted or referred too.
11. Develop a directory of resources which is appropriate and of a high quality, for use by families when preparing children for parental bereavement and grief.

**Safeguarding**

1. To be the safeguarding lead for the Family Support Service. Ensuring timely response to all safeguarding concerns.
2. To provide support, advice and expertise to the Pre-bereavement Guidance Practitioners and Pre-bereavement Guidance Assistant on safeguarding matters including risk assessments covering safeguarding incidents.
3. To develop and implement safeguarding risk management processes within the service.
4. To support the development and delivery of safeguarding training for all practitioners.
5. To ensure that Pre-bereavement Guidance Practitioners, Pre-bereavement Guidance Assistant and Support Coaching and Mentoring Lead understand their responsibilities for the safeguarding of parents and families.

**Other**

1. Contribute to grant or funding applications being developed by RSF Fundraising Team.
2. Build and maintain relationships with organisations and agencies providing pre-bereavement and bereavement family support.
3. Raise awareness of the needs of families where a child is facing parental bereavement and forge links with appropriate agencies and other support organisations.
4. Represent the Ruth Strauss Foundation at conferences, workshops, and meetings as requested by Head of Mission Services.
5. Participate in and support media work as required by RSF Executive Team.

The list of responsibilities is not exhaustive and as this is a new service, the role is likely to evolve over time.

**Person specification**

**essential**

* Recognised relevant professional qualification, for example post graduate diploma/degree in counselling/psychotherapy
* Registered Counsellor or Psychotherapist with BACP, UKCP, HCPC or equivalent
* Experience of leading and managing services that support people at pre-bereavement or bereavement
* Extensive demonstrable experience of leading or managing a service and team that provided emotional and psychological support
* Demonstrable experience of developing or growing a service
* Ability to work within a team, including managing, motivating and supporting staff
* Excellent organisational and time management skills with the ability to manage a demanding administrative workload
* Experience of developing policies, procedures, and processes for service delivery
* Experience of monitoring, budgeting, planning and reporting within a service
* Experience of developing, measuring, monitoring and reporting against service outcomes and impact measures
* Proven experience of implementing safeguarding into clinical practice
* Knowledge of current pre- bereavement and bereavement thinking and research
* Good IT skills, including Office 365, Microsoft Outlook, Word, Excel, PowerPoint, Zoom and MS Teams and ability to get to grips with new IT systems such as Salesforce (CRM system)
* Excellent interpersonal skills and ability to work with people from different backgrounds
* Excellent communications skills, both oral and written
* Ability to support staff and confront poor performance when appropriate
* Ability to self-motivate and use initiative to work independently
* Experience in designing training and induction programmes for teams
* Ability to work with issues, experience and consequences of pre-bereavement or anticipatory grief
* Ability to learn and reflect from experiences
* Ability and drive to identify service gaps and creatively expand services that are grounded in high quality and safe practices

**Advantageous**

* Experience of using CRM systems such as Salesforce
* Experience of working in a small or new organisation
* In depth knowledge of attachment and loss theory relevant to pre-bereavement/anticipatory grief
* Experience of charity sector
* Experience of supporting working closely with charity fundraising, including on grant applications

**We are committed to being an inclusive workforce that fully represents many different cultures, backgrounds and viewpoints. We welcome applications that help us in our mission to be a place where you can be yourself and thrive.**

We are willing to negotiate on the working hours for the right candidate, so please do apply if you are able work close to 28 hours per week.

Please send your CV and covering letter to Rosie Ranganathan [rosie.ranganathan@ruthstraussfoundation.com](mailto:rosie.ranganathan@ruthstraussfoundation.com)

Please contact Deepa Doshi, Head of Mission Services if you would like to discuss the role further [deepa.doshi@ruthstraussfoundation.com](mailto:deepa.doshi@ruthstraussfoundation.com) or 07930 340 774

Our intention is to invite all shortlisted applicants to an informal organisational visit followed by a competency-based interview which will be conducted in person in London.