

## POSITION DESCRIPTION

<b>Job Title:</b>	<b>Bereavement Support Worker</b>
<b>Classification</b>	SCHADS Level 4
<b>Business Unit:</b>	Bereavement Services
<b>Reports To:</b>	Manager Hospital to Home Program
<b>Direct Reports:</b>	Nil
<b>Location</b>	Queensland
<b>Hours</b>	0.6 EFT – 3 days per week (22.8 hours)
<b>Position end date:</b>	30 June 2026
<b>PD created/ updated:</b>	22 January 2024

### About Red Nose

Red Nose is Australia's leading authority on safe sleeping and safe pregnancy advice and has been a key provider of bereavement support following pregnancy, infant and child loss for over 30 years. We work hard to ensure parents whose baby or infant dies suddenly or unexpectedly are able to access appropriate bereavement support and care; regardless of where they are based in Australia.

Our Bereavement Services Team provides specialised bereavement support free of charge to any person affected by the sudden and unexpected death of a baby or child during pregnancy, birth, infancy or childhood. This includes professional counselling, support groups, peer support, our 24/7 Support Line, and other community-based support activities.

### Project based employment - Healing through Community

Red Nose's 'Healing Through Community' (HTC) project, funded by the Department of Health and Age Care through to June 2026, is to develop and implement individualised bereavement care services for women and families in higher-risk population groups who experience stillbirth or miscarriage in Australia, including First Nations, rural and remote, young mums, refugee and migrant, and culturally and linguistically diverse families. The program aims to ensure that all families are able to access and receive support from Red Nose regardless of language spoken, cultural background or geographical location.

Demonstrated positive and effective community connections within identified groups, particularly First Nations, CALD and/or migrant and refugee communities are essential for roles recruited under this project.

### Position Purpose

The Hospital to Home program ensures a trained professional with lived experience is available to support grieving parents in the acute stages of their grief. The program aims to support families within the first six months of loss to move through the myriad of difficult tasks associated with the death of their baby.

The role will provide emotional and practical support to bereaved families by providing parent-led sessions of care ideally with the same Bereavement Support Worker delivered either face to face, telehealth or by phone.

At Red Nose, we are committed to supporting families who identify as Aboriginal and/or Torres Strait Islander by creating a culturally safe space for families to feel seen and heard in their grief

experience when accessing Red Nose support services. This role will be vital to the support provided to these families, as well as the community connections established within the relevant health and community

Red Nose considers that identifying as Aboriginal and/or Torres Strait Islander is a genuine occupational requirement for this position under s28 of the Equal Opportunity Act 2010 (VIC).

Key Internal Relationships	Key External Relationships
<ul style="list-style-type: none"> <li>• Intake Team</li> <li>• Hospital to Home Team</li> <li>• Bereavement Services Team</li> <li>• Education Services</li> <li>• Marketing, Communications &amp; Fundraising Teams</li> </ul>	<ul style="list-style-type: none"> <li>• Referral sources</li> <li>• Bereavement support agencies and groups</li> <li>• Funeral Industry</li> <li>• Community health sector</li> <li>• Local community organisations</li> <li>• Community Members</li> <li>• Volunteers</li> </ul>

Area of Focus	Key Tasks
<b>Bereavement Support</b>	<ul style="list-style-type: none"> <li>• Meet with families whilst at the hospital if required and provide support in conjunction with bereavement coordinator or other nominated hospital staff member.</li> <li>• Ability to provide telephone, online or in person support from our office, the family's home or other agreed meeting place (within reasonable distance of the office) that best meets the needs of the family, and develop a personalized care plan that identifies areas of support, such as: <ul style="list-style-type: none"> <li>○ assistance with memory creation</li> <li>○ provide emotional support</li> <li>○ support with burial and funeral options/arrangements</li> <li>○ support with autopsy including arranging for access of information and decision-making options</li> <li>○ support for first return visit to hospital including 6-week check, medical test results, genetic test results, autopsy results and/or other meetings with medical professionals</li> <li>○ contacting people within the community – GP/workplace/other – including return to work or education arrangements and community support</li> <li>○ talking to/supporting siblings – liaison with school/s / other family members</li> <li>○ providing information on grief and the impacts to individuals and relationships and support options</li> <li>○ assistance with financial arrangements including access to Centrelink entitlements</li> <li>○ responding to requests from bereaved parents for other types of emotional and practical support and to refer to other services or GPs if there are issues of complicated grief surfacing.</li> <li>○ Linking in with other Red Nose services including support groups, closed Facebook groups and community engagement activities.</li> </ul> </li> <li>• Provide support to families who move into a subsequent pregnancy with three sessions offered prior to the birth and one session post birth.</li> </ul>
<b>Service Promotion &amp; Education</b>	<ul style="list-style-type: none"> <li>• Engage in service promotion through in-service/information sharing opportunities with local hospitals and community organisations.</li> <li>• Maintain and develop effective working relationships with relevant referral</li> </ul>

	<p>sources, bereavement support agencies and groups, including health and emergency service personnel.</p> <ul style="list-style-type: none"> <li>• Participate in internal and external training opportunities offered by Red Nose Bereavement Services.</li> </ul>
<b>Operational</b>	<ul style="list-style-type: none"> <li>• Ensure all elements of client records are complete including consent forms and family plans,</li> <li>• Abide by all Red Nose policies and procedures and participate in their development and review.</li> <li>• Comply with patient documentation in accordance with hospital policies and procedures.</li> <li>• Collect required information to support evaluation of the program.</li> </ul>
<b>Peer Support</b>	<ul style="list-style-type: none"> <li>• Collaborate with the Peer Support Team through the facilitation of support groups, linking families with trained peer supporters and providing support where required for peer supporters on the Red Nose Support Line.</li> <li>• Where possible, provide support to bereaved families through your involvement on the 1300 support line.</li> </ul>

#### Experience & Qualifications

<b>Essential</b>	<ul style="list-style-type: none"> <li>• Tertiary qualifications, in Health, Community, Social Services; or demonstrated competence / experience to that level.</li> <li>• A lived experience of the loss of a baby or child.</li> <li>• A proven history of achieving outcomes with capability to get things moving and completed.</li> <li>• Highly developed interpersonal skills appropriate to establishing and maintaining effective working relationships with healthcare professionals, staff, parents, volunteers and the wider community.</li> <li>• Demonstrated experience in the implementation and evaluation of community based events, with strong project management skills</li> </ul>
<b>Desirable</b>	<ul style="list-style-type: none"> <li>• Professional Development in working with bereaved families.</li> <li>• Demonstrated experience directly supporting bereaved families after the death of their baby or child.</li> <li>• Experience in event and/or project management.</li> </ul>

#### Skills & Technical Expertise

<b>Essential</b>	<ul style="list-style-type: none"> <li>• Ability to understand the complex journey grieving parents undertake when they experience the death of a baby or child.</li> <li>• A genuine individual who garners respect, works ethically and effectively with the ability to work collaboratively to achieve collective success.</li> <li>• High level of self-awareness and demonstrated ability to practice self-care.</li> <li>• Highly developed interpersonal skills, with the proven ability to build effective relationships and communicate with a diverse range of people both internal and external.</li> <li>• Demonstrable ability to develop a positive local culture that aligns with organisational values and which fosters accountability, innovation and continuous improvement</li> <li>• Passionate about working with volunteers and building a strong community within the non for profit sector.</li> <li>• An individual who works as part of a team and promotes the efforts and achievements of other staff and colleagues.</li> <li>• Demonstrated engagement of families that have specific needs, including</li> </ul>
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	<p>those considered socially marginalised or resource poor to lessen the impact of social exclusion, including Aboriginal and Torres Strait Islander families, emerging culturally diverse communities and greater risk cohorts including LGBTIQ and rural and remote families.</p> <ul style="list-style-type: none"> <li>• Demonstrated competency in computer use and client management systems (Microsoft Office, email, web based programs) and have the ability to learn new programs and applications.</li> </ul>
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#### Personal Attributes

<b>Essential</b>	<ul style="list-style-type: none"> <li>• Welcoming – creating spaces of comfort, collaboration and belonging</li> <li>• Courageous – comfortable with the uncomfortable. willing to have a go, identify mistakes and learn from them</li> <li>• Accountable – demonstrating integrity in everything you do</li> <li>• Respectful – valuing the contributions of all</li> <li>• Everyone together– working with passion for our cause</li> </ul>
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#### Quality, Safety and Improvement

	<p>Red Nose Employees have a responsibility and accountability to contribute to the organisation's commitment to Quality, Safety and Improvement by:</p> <ul style="list-style-type: none"> <li>• Acting in accordance and complying with all relevant Safety and Quality policies and procedures</li> <li>• Identifying risks, reporting and being actively involved in risk mitigation strategies</li> <li>• Participating in and actively contributing to quality improvement programs</li> <li>• Complying with all relevant clinical and/or competency standards</li> </ul>
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#### Checks – employment subject to:

<b>Essential</b>	<ul style="list-style-type: none"> <li>• Police Record Check</li> <li>• Working with Children Check</li> <li>• Driver's Licence</li> </ul>
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#### Authorisation

Position authorised by: Rachel Fcinus

Employee signature: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_