Practitioner / Senior Practitioner
Bristol
November 2019
You might be surprised to know just how many children and young people are bereaved of a parent or a sibling every year in the UK.

It is around 45,000 – that’s more than 100 every day.

Winston’s Wish was the first organisation in the UK to provide specialist support to grieving children. Our founder, Julie Stokes, was a true pioneer.

In the 27 years since we first began supporting grieving children much has changed. But that pioneering spirit is in our DNA. Our desire to make a difference to as many children and young people’s lives as we can remains undimmed.

In fact, it is what drives us.

Since 2016 we have doubled the number of children we support every year.

We are constantly striving to improve what we do; embrace new ways of getting our support out there; and doing everything we can to connect and work with other organisations and partners to make sure we can reach the children who need us.

Our vision is of a society in which every child can get the help they need when someone close to them dies. That’s why we do so much to raise awareness of the needs of bereaved children, to shape the big picture so that they can get what they need.

We are positive, optimistic, courageous and driven. You will need to be too.

If you are looking to play a pivotal role in an organisation that is passionate about what it does; one in which the contributions you make connect directly to the experiences of our beneficiaries; one in which the stories you hear will sometimes make you smile, sometimes make you cry (and sometimes at the same time) then Winston’s Wish might just be the place for you.

You will join us at an exciting time. We are just about to embark on a 3-year trajectory that will take us to the end of 2022/23 and the achievement of five big ambitions we set for ourselves in 2017.

It is tough out there. The work we do can be difficult. You’ll help us find new ways to overcome these challenges, as we have been doing since 1992.

If you think this is for you then I look forward to hearing more.

Fergus Crow
Chief Executive
Every day, more than 100 children are bereaved of a parent in the UK.

Thank you for your interest in this role.

Winston’s Wish has been supporting bereaved children, their families and the professionals who support them since 1992.

The death of a parent or sibling is one of the most devastating losses a child will ever face – but we know that given the right support at the right time bereaved children and young people can make sense of what’s happened, learn to live with their loss, and go on to live full and flourishing lives.

Our Head Office is in Cheltenham, Gloucestershire, we have an office in Hove, Sussex and a project in Grenfell.

About Winston’s Wish

Winston’s Wish supports children, young people and their families after the death of a parent or sibling. This is one of the most traumatic situations a child can face. We can’t change what has happened, but we can help children understand their emotions and provide a safe place for them to grieve. Over time, we help them to make sense of what’s happened and learn to live with their loss.

Winston’s Wish:

• offers the widest range of practical support and guidance to bereaved children, their families and professionals via therapeutic help in individual and group settings, a Freephone National Helpline, online support, publications and training.

• has built a wealth of knowledge, experience and understanding of the impact of bereavement at a young age and has developed services to best support a grieving child’s needs.

• is the only specialist provider of support for children bereaved through murder or manslaughter, suicide or military families who have experienced a death.

• depends almost entirely on voluntary donations for its income, needing over £2.5 million each year to continue its support for bereaved children.

Our Vision

A society in which every child can get the help they need when someone close to them dies.

Our Mission

• To listen when a child is grieving
• To act when a child needs our help
• To know what to say when it is time to talk
Our services

FREEPHONE NATIONAL HELPLINE
Parents, carers and professionals can call our National Helpline for free on 08088 020 021 for ongoing support and advice, Monday – Friday, 9am – 5.30pm. Please visit the website for current opening hours.

ONLINE
For parents and professionals, visit winstonswish.org
For young people, visit help2makesense.org

EMAIL SUPPORT
Anyone requiring support and advice can email ask@winstonswish.org

TRAINING
Professionals can access our training to give them the tools needed to support bereaved children and families.
Visit winstonswish.org/training

PUBLICATIONS & RESOURCES
We have a range of publications and resources aimed at helping bereaved children come to terms with their grief.
Visit shop.winstonswish.org

Our impact
From analysis we know that following our support children show improvements in measured difficulties, including stress, emotional difficulties, behavioural difficulties, hyperactive/concentration difficulties and friendship difficulties.
Role description

Job title: Practitioner / Senior Practitioner dependent on qualification and experience

Reporting to: South West Area Manager

Location: Bristol and surrounding area

Hours: 37.5 hours per week

Role summary
To provide therapeutic support to children who have been bereaved and their families. The role involves individual, family and group work.

To take the lead in working with families who find it hard to engage or reach our service through our normal service offer, which is to invite people to our office or another community venue. To be an active and involved member of a multi-disciplinary team and contribute to all aspects of Winston’s Wish work to help us achieve our strategic goals and work towards achieving our vision.

The post-holder will play an active role in providing support and training to school staff and other professionals working with children. They will work with the rest of the team to encourage partnership working by actively engaging in networking with relevant organisations. This will include schools, social services, other voluntary sector services and different community groups that help us to provide an inclusive service that reflects the diverse nature of the local population.

Key tasks and responsibilities:
- To be an active and involved member of the SE family service team as well as the wider Winston’s Wish Family.
- To act as a key-worker for an agreed caseload of families: this includes liaison with other professionals, telephone contact, individual and family sessions in the home, at our base and in other suitable venues.
- Caseload will be varied and though the expectation is that most of the work will be with families from the Bristol area, there will be some work with national referrals and other families in the south west area.
- To proactively engage harder to reach families through appropriate means, including potentially meeting in school, working in partnership with other agencies or carrying out home visits.
- Family work will include: assessment, individual or family sessions with children and parents/carers.
- To respond appropriately for any safeguarding issues that arise and ensure that action is taken in line with Winston’s Wish policy and procedures.
• To be fully involved with colleagues in relation to prioritisation, risk assessment and joint working with individuals and families.
• To be involved with others in the planning, preparation, delivery and de-briefing of therapeutic groups for children, teenagers, parents and families.
• To liaise with other organisations and professionals where appropriate to help provide joined up support and care for children and young people.
• To deliver short training sessions to professionals working with children, for instance after school training sessions with teachers.
• To provide support and consultancy to others working with bereaved children.
• To raise awareness about Winston’s Wish in order to generate referrals, increase calls to our helpline and interest in training courses.
• To work with colleagues to maintain links with key organisations and professionals in the voluntary and statutory sectors to help develop our service and provide joined up support to children and families.
• To maintain accurate records of all family work for the purposes of clinical supervision and Winston’s Wish database. To contribute to reports as required.
• To take the lead on particular elements of the team’s work as agreed with the Area Manager, for instance coordinating a group, delivering training or networking.
• To work with colleagues to develop and deliver ‘drop-ins’ that allow families to learn more about our services and receive initial support and advice.
• To set up venues for family work, group work and drop-ins.
• To provide information for and contribute to report writing when required.
• To participate in assessment, group supervision and family service team meetings.
• To be involved in groups, memorial and other events organised by the WW team, this will require occasional weekend working.
• To adhere to Winston Wish’s values and work in accordance with our policies and procedure.
• To flexibly work with colleagues across Winston’s Wish according to organisational need.
• To be willing and able to travel regularly using your own car to meet with families and professionals.
• To organise and administer groups as required.
• Potential to deliver study days with colleagues
• To ensure CBSQ’s and/or other assessment and outcome measures are completed within required timescales.
Continuing Professional Development, Supervision and Support

Winston’s Wish is committed to the development support and growth of all staff. In relation to the family service teams there are several key strands:

- Each practitioner takes personal responsibility to ensure that their development and support needs are being met and they are fit to practice. Key elements of this are the use of individual external clinical supervision, taking an active part in group supervision and reflective 1:1 meetings with their line manager.
- We have an in-house evolving programme of continuing professional development and support, this typically involves 4 CPD days a year.
- There is an ethos of mutual support amongst the team.

Person specification

- A recognised professional qualification in a relevant discipline such as counselling, social work, counselling psychology, youth work, play therapy or family therapy.
- Three years post qualifying experience and experience of working therapeutically with children, adults and families.
- Knowledge and understanding of childhood development.
- Understanding of, and the ability to be at ease with, the experience and consequences of bereavement. Emotional maturity, stability and resilience.
- Excellent interpersonal skills with the ability to confidently build and maintain good relationships with people from a wide variety of backgrounds and ages.
- Ability to deliver presentations and training sessions to diverse audiences.
- Willingness to be part of a team and to share openly with colleagues.
- Ability to make and sustain relationships with diverse individuals and groups including representatives of BAME communities and faith groups.
- Willingness to seek support and guidance when difficulties arise in the course of work.
- The ability to experience and convey empathy, congruence and acceptance to people from a wide range of backgrounds and ages.
- Ability to manage referrals and maintain accurate and confidential system of records.
- Flexible team player, with the ability to be adaptable to stressful and/or changing situations.
- Clean driving license and use of own car with appropriate business use insurance.
- Willing to be flexible about focus of work according to organisational need.
- Practical knowledge of safeguarding.
- Self-motivated, able to act on own initiative and take responsibility for projects.
- Willingness to pro-actively engage in outreach work with families and professionals.
- Good organisational skills.
- A positive ‘can do’ attitude.
Salary and benefits

- Circa £26,000 to £28,000 depending on qualifications and experience
- 25 days' holiday plus bank holidays
- Pension – up to 4% on a matched basis, salary sacrifice scheme
- Life assurance – up to four times salary
- Employee Assistance Programme
- Childcare vouchers, training loans and cycle to work scheme
- Health and Wellbeing Programme

Winston's Wish is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.
Safeguarding children and safer recruitment

Winston’s Wish is committed to safeguarding and protecting the children and young people we work with. All posts are subject to safer recruitment processes including self-disclosure, the disclosure of criminal records and vetting checks. We have a range of policies and procedures in place which promote safeguarding across the organisation.

Every applicant will be required to complete a self-declaration form at the point of application. This will form a discrete part of the recruitment pack but must be returned, in a sealed envelope or as a separate document, with your application form. Self-disclosure forms will only be read if the candidate is shortlisted and called for interview.

Applications that do not contain a completed self-disclosure form will automatically be disqualified.

All offers of employment are made subject to a few background checks. These will include:

- Two professional references from your most recent employer(s) – covering the last five years
- Clarification of any gaps in your employment history
- Verifying originals of your ID documents, including your right to work in the UK
- Verifying originals of your qualification – where they are an essential requirement for the role
- A police check – satisfactory Disclosure and Barring Service (DBS) clearance
How to apply

Application forms can be found at [www.winstonswish.org/about-us/working-at-winstons-wish/](http://www.winstonswish.org/about-us/working-at-winstons-wish/)

Completed application forms should be sent to recruitment@winstonswish.org. Applications can also be posted to HR Team, Winston’s Wish, 17 Royal Crescent, Cheltenham, GL50 3DA.

Please remember to include your self-declaration form, either as a separate document or in a sealed envelope.

Use of Curriculum Vitae (CVs)

Our policy is to recruit our employees on the basis of their suitability for the work to be done. An application form allows us to compare individuals based on like for like information and as such we do not accept a CV unless accompanied by a fully completed application form.

Recruitment timetable

- **Deadline for applications:** Monday, 9th December at 9.00am
- **Interview date:** Thursday, 12th December 2019
- **Interview location:** Head Office, Cheltenham, Gloucestershire

For any roles that involve working with children and young people, the interview will be in two parts and one part will involve young people.

Queries

Please contact Helen Fisher, South West Area Manager, by telephone on 01242 515157 or email at hfisher@winstonswish.org for an informal discussion about this role.

If you have a query regarding any aspect of the recruitment process, or require additional information, please call 01242 515157 or contact recruitment@winstonswish.org

Retention of personal information

Please see our Privacy Statement which can be found at [www.winstonswish.org/privacy-statement/](http://www.winstonswish.org/privacy-statement/)