

Employer: Billy's Lifeline

Vacancy: Trainee Bereavement Support Worker

Hours: 15 hours per week

Salary: £12.21 per hour (national living wage)

Working pattern: TBC

Number of vacancies: 1

Purpose of role

Provide compassionate, non-judgmental emotional and practical support to individuals and families who have experienced bereavement due to suicide. Billy's Lifeline acts as a point of contact; we offer support from initial contact 1-2-1, support groups, home visits, and much more.

Responsibilities that you will have or could be working towards

Initial contact

Reach out to newly bereaved individuals, offer drinks, provide a warm welcome, and support other staff and volunteers by working as part of a team.

Emotional support

We are there to help support our clients navigate their grief; therefore, it is essential that you can offer empathetic listening, which can help support our clients in processing grief, validating their feelings. Our clients can be going through a mix of emotions such as anxiety, depression, PTSD risk, self-harm, and more. You will be trained in support planning and how and when to signpost clients to other services.

Community engagement and outreach

Attend relevant local events, training, and outreach activities, helping to raise awareness and reduce stigma and fundraise. All staff always work in the best

interest of the charity and our clients, therefore, there might be times when you are asked to help with other things that aren't listed above.

Teamwork and continuous learning

Participate in supervision, team meetings, training and reflective practice

Safeguarding and ethical practice

You will be shown and expected to work within policies on confidentiality, data protection (GDPR), safeguarding, lone-working, and equality/inclusion

Person Specification

- Excellent listening, communication skills are essential
- Self-motivated, resilient, and emotionally reflective and sensitive.
- Willing and able to carry out home/community visits and travel locally when required
- Lived experience of bereavement by suicide (valued but not essential)
- Good time keeping and the ability to work within support groups and on own

Uniform provided, when in uniform, you will be representing the charity to a high standard at all times.

What do we expect to see from you?

This is a starting role, so we don't need qualifications or experience... that's what we're here for. But there are a few key behaviours and skills we want to see from our candidates. These are ones that, if you possess and can demonstrate, you will make this work placement a real success!

- A commitment to own learning and development and ready to complete the training on offer.
- Ability to work well as part of a small team.
- Ability to demonstrate customer care and to be polite and courteous.
- Good communication skills.

What we offer

- Induction and ongoing training (e.g. trauma-informed, safeguarding, bereavement)
- Regular reflective supervision and support
- Opportunity to positively impact the lives of bereaved families in a highly meaningful way

Why this role is vital

Evidence shows that people bereaved by suicide face a high risk of prolonged grief, trauma and further mental health challenges. Proactive, early, and ongoing emotional and practical support significantly improves outcomes and can save lives. Suicide bereavement support workers play an essential role in bridging gaps between statutory interventions and human connection during one of life's most difficult times.

Thank you for reading and we look forward to meeting you 😊