

Every life matters ...

Application Pack

Suicide Bereavement Service Manager

May 2020



“Talking about suicide saves”

Registered Charity No. 1180815

Job Description

Job Title:	Suicide Bereavement Service Manager
Salary:	£20,400 (£25,500 FTE)
Hours:	Part time – 30 hours per week (option to extend to full time – please call to discuss)
Contract:	Permanent
Employer:	Every Life Matters
Base:	TBC - Home or Office Based dependant on location

On average **one person a week** dies by suicide in Cumbria. Bereavement by suicide shares characteristics with other bereavements but it is also different. It can be particularly severe and traumatic, and the grieving process is often complicated and typically lasts longer than other types of bereavement.

It is estimated that every death detrimentally impacts over **30 people** - family, friends, colleagues, neighbours, care workers, emergency services and so on - equating to around **1,560 people** per year in Cumbria. Family and friends closest to the person lost to suicide are likely have their physical and mental wellbeing significantly impacted for many years after the death.

Every Life Matters has secured long term funding to develop specific Suicide Bereavement Support Services in Cumbria. Our partnership based approach, consisting of a mix of newly funded and existing services, will introduce timely and appropriate support for people and communities bereaved and affected by suicide. Offering flexible interventions that change over time with the needs of the individual.

The service will be delivered via a collaboration of **Every Life Matters, Child Bereavement UK, Samaritans, Cruse, SBS (formerly SOBS) and the Coroners Court Support Service**. The service will integrate with Cumbria Police Real Time Alerts to ensure that people bereaved by suicide in the County are able to access support from the very early stages of their bereavement.

We are looking to recruit a **Suicide Bereavement Service Co-ordinator** who can deliver flexible and person centred support to individuals in the early stages of bereavement across Cumbria, to manage referrals to the service, and to ensure appropriate signposting to service partners. The post holder will also line manage a Bereavement Support Worker, who will cover one-to-one support work in areas furthest from the Co-ordinator's base, and a small team of volunteers who will support service delivery.

This is an exciting opportunity for a suitably skilled individual to help shape an exciting new service in the County for those bereaved or affected by suicide. We are looking for a highly resilient individual, with relevant experience of frontline support work, who is able to support traumatised and distressed individuals, families and communities in a person centred and highly compassionate manner. And though the service will work with relatively small numbers of people its work will have a high impact.

The core hours of the post are 30 per week. However, we may have the option to extend hours to full time for the right candidate through roles on other projects. The post holder will work across a large area of Cumbria and will be either home or office based dependant on their location.

Closing date for applications is 5pm Monday 8th June 2020.

If you would like to discuss the post please contact Chris Wood at chris.wood@every-life-matters.org.uk or call 07908 537541

This post is funded by the Lottery Community Fund.



Main Responsibilities

Service Referrals
1. Manage all new service referrals and self-referrals, including from Police Real Time Alert System
Initial Outreach and Assessment
2. Provide face-to-face or telephone based assessment/gateway meetings for all new referrals. 3. Initiate contact within 48 hours to bereaved individuals/families after Police Real Time Alerts. 4. Provide all new referrals with suicide bereavement information packs.
Information and Signposting
5. Provide all new referrals/self-referrals with suicide bereavement information packs. 6. Ensure all key service gatekeepers have access to good quality suicide bereavement information and signposting materials. 7. Maintain up to date knowledge of relevant local referral routes and support services
One to One Support
8. Provide practical and emotional support to individuals and families across Cumbria in early stages of bereavement (from 48 hours through to one year) through up to 6 face-to-face meetings, including; <i>Appropriate referral and signposting. Support managing practical issues such as finances, housing, employment, funeral arrangements etc. Support informing people about the death. Liaison and meeting attendance with key agencies including engagement with media, Coroners Court etc. Normalisation of reactions and responses within bereavement. Developing emotional and behavioural coping strategies. Safety planning for suicide risk. Advocacy and representation.</i> 9. Recruit and Line manage a Bereavement Support worker to provide additional on-to-one support in a geographically opposite area of the county. 10. Ensure on-going/regular check-in with individuals referred to the service over a set number of years.
Psychoeducational Groups
11. Promote and co-ordinate a timetabled delivery of 'Facing the Future' psycho-educational suicide bereavement groups - actual group delivery to be carried out by service partners.
Support for those exposed and affected by suicide
12. Provide advice, support and information for wider communities, workplaces, and education providers affected by or exposed to suicide in collaboration with service partners.
Training
13. Work with service partners to develop an annual CPD plan and manage partnership training budget. 14. Promote Every Life Matters Suicide Bereavement Awareness Training to frontline public, private, charity and community sector frontline workers.
Service Promotion and Awareness Raising
15. Undertake service promotion through a range of networking, presentations and media work. 16. Support delivery of an annual large scale event for those bereaved by suicide eg Walk of Hope.
Volunteers
17. Identify relevant and manageable volunteer opportunities within the service. 18. Recruit, train and support volunteers as opportunities arise.
Monitoring, Evaluation and Reporting
19. Provide reports to the Suicide Bereavement Leadership Group and Service Steering Group 20. Contribute as required to donor reporting, visits and engagement. 21. Manage project monitoring/evaluation frameworks, and support external evaluation activity.
General Duties
22. Attend regular line management supervision and annual appraisal 23. To identify and implement appropriate your own CPD opportunities 24. To implement ELM Health & Safety Policy/Procedure, including Lone Working Practice 25. To undertake any duties or tasks relevant to the project as required.

Person Specification

No	Criteria	Essential	Desirable
1	Minimum three years' experience working in a frontline support role	E	
2	Experience of supporting people affected by suicide or other trauma	E	
3	Able to demonstrate experience of successful service development within the charity sector		D
4	Experience line managing frontline service delivery staff or volunteers	E	
5	Able to demonstrate a commitment to a compassionate, flexible, creative and client focused approach within your work.	E	
6	Able to demonstrate high levels of resilience in pressurised situations, to work under your own initiative, be able to manage your own workload effectively.	E	
7	Hold knowledge of relevant local support services, and can demonstrate experience of facilitating multi-agency involvement in client support		D
8	Understand and follow best practice regarding information governance, safeguarding & confidentiality.	E	
9	Able to demonstrate awareness and understanding of equality issues and there relevance to the work of the service.	E	
10	Demonstrate excellent oral/written/IT communication skills in a variety of contexts		D
11	Qualification in Social Work, Community Work, Counselling, Psychotherapy, Advice Work or similar.		D
12	Commitment to work on occasional evenings or weekends when required in response to client need and urgent referrals.	E	
13	Have full driving licence, access to own car and able to travel across Cumbria	E	

Every Life Matters

Every Life Matters was founded in November 2018 by a group of individuals either personally affected by suicide or from the local third/private sector with a specific interest/expertise in suicide prevention.

We strive to take a fresh, innovative and long term approach to suicide prevention and suicide bereavement support in Cumbria - a county that has had suicide rates well above the national average for too many years.

To achieve our charitable aims, of reducing death by suicide and ensuring those bereaved have timely and effective support, we will deliver two key strands of activity; Developing **Suicide Safer Communities**, and establishing a Cumbria wide **Suicide Bereavement Service**.

We launched our first two Safer Community Projects in Barrow and Copeland in May 2019, and will expand our work across the rest of the County over 2020.

In 2020 we will be launching a new Suicide Bereavement Service in Cumbria. Working in partnership with other local agencies the service will offer flexible and early engagement support for family, friends and communities impacted by suicide.

Our Work

1- Suicide Bereavement Support

Every Life Matters has secured long term funding to develop Suicide Bereavement Support Services in Cumbria. Our partnership based approach, consisting of a mix of newly funded and existing services, will introduce timely and appropriate support for people and communities bereaved and affected by suicide. Offering flexible interventions that change over time with the needs of the individual.

The service will be delivered via a Partnership of

- **Every Life Matters** – Partnership co-ordination and central referral point. Service delivery of one-to-one support, information and signposting, and community focused support (New services)
- **Child Bereavement UK** – Support for children and families bereaved by suicide + schools support (Expanding existing local provision)
- **Samaritans** – ‘Facing the Future’ psychoeducational groups + ‘Step by Step’ organizational bereavement support (New services)
- **CRUSE** – Suicide Bereavement Counselling Support (Expanding existing local provision)
- **SOBS Cumbria** – Peer support groups for people bereaved by suicide (Existing provision)
- **Coroners Court Support Service** – Coroners Court Inquest Support (Existing provision)

The service will link in to Cumbria Police Real Time Alerts system ensuring where a suspected death by suicide occurs that support can be offered to the family within 48 hours.

The service will;

- act as a central engagement/referral point for those bereaved by suicide in Cumbria
- provide timely, person centred and appropriate support to those bereaved by suicide
- act as an umbrella identity for new and existing suicide bereavement support
- build up around existing support, upskill existing workforce, introduce a greater depth of service offer
- co-ordinate promotion of the service, including to key service gatekeepers.

Service Activity

Information and Signposting

- Aiming to ensure that anyone affected by suicide in Cumbria is aware of the range of local and national services available, as well getting access to essential information such as ‘Help is at Hand’.
- Ensuring all key service gatekeepers have access to good quality suicide bereavement information and signposting materials eg funeral directors, faith based pastoral support staff, NHS bereavement support workers, Coroners Advisory Service, GP’s etc.

Initial Outreach and Gateway Meeting

- Gateway Meeting provided for every person wishing to access the service and delivered by Service Co-ordinator – Initial signposting/Information giving and assessment
- Contact with bereaved within 24-48 hours of bereavement (via **Cumbria Police** referral) or accessed at any stage of bereavement (self or other referral agency)

One to One and Family Practical Support

- Flexible interventions aimed at those in early stages of bereavement (but not exclusively)
- Practically focused support including: Support managing practical issues such as finances, housing, employment etc. Liaison and meeting attendance with key agencies including engagement with media, coroner etc Normalisation of reactions and responses to bereavement. Developing emotional/behavioural coping strategies, including for sleep deprivation. Safe planning for suicide risk. Advocacy and representation.
- Up to 8 sessions + telephone contact + Longer term follow up/check in up to 5 years
- Option, where funding allows, for support with financial expense such as funerals, hardship, accessing specialist therapy support etc.
- Support for young people and family units to be provided by **Child Bereavement UK** (Cumbria).

- Support for Coroners Inquest attendance provided by **Coroners Court Support Service (CCSS)**

Peer Support Groups

- Long term peer support groups provided by **SBS Cumbria** (Formerly SOBS)
- Activity/education focused peer support group to be provided by ELM or **Samaritans/Cruse**

Support for those exposed and affected by suicide

- Advice, support and information for wider community, workplaces, and education providers affected by or exposed to suicide and keyed into local multi-agency protocol.
- Support to schools and other children/young people's environments provided by **Child Bereavement UK (Cumbria)**

Bereavement Counselling

- Bereavement Counselling support provided by **Cruse Cumbria** and other providers where required.

Training

- Developing and delivering suicide bereavement awareness training to range of key gatekeepers and agencies across community/third/public sectors in contact with those bereaved by suicide (PABBS).

Awareness Raising

- Ongoing media engagement highlighting impact of suicide bereavement and key local support services sitting alongside broader suicide Prevention social marketing campaign.
- Delivering annual large scale event for those bereaved by suicide eg Walk of Hope

Suicide Bereavement Leadership Group

- Development of Countywide Leadership Group comprising project partners, lived experience representation, statutory partners, key referral agencies etc.

2-Suicide Safer Communities

Our Suicide Safer Community Model is a ground up approach to shifting public attitudes and understanding about suicide and skilling up our communities to recognise and support those at risk of suicide. Working at a District level our approach combines the following elements;

Community Action	Place based grassroots action against suicide
Raising Public Awareness	Ongoing anti-stigma and suicide awareness campaigning
Training Programme	Delivering accredited suicide prevention training
Focused Interventions	Focusing training and support on high risk communities
Supporting Communities	Information and support for communities affected by suicide
Local Leadership	Supporting organisations and individuals to come together to shape action

Suicide Safer Communities are about a whole system approach to preventing suicide. While our local NHS focuses on making safer services, around 75% of people who die by suicide in Cumbria are still not in contact with any mental health services in the year leading up to their death – and at the heart of our approach is the belief that Suicide is everyone's business – that it is family, friends, colleagues, neighbours and members of our networks of community, faith, third and public sector groups who are best placed to make suicide prevention interventions.

1 Community Action

Suicide Safer Communities focus around a grassroots, community led approach to suicide prevention, bringing together and building relationships between individuals and organisations from a wide cross section of the local community who have an interest in addressing suicide. Whether this be a local frontline health professional, a charity worker, a family personally bereaved by suicide or individuals committed to social action. Activity undertaken will be dependent on those community members involved.

*Community Action activity across Eden, Barrow and Copeland has included; Development of a suicide prevention **street art campaign** by a local youth group. Training of local **journalists** in sensitive reporting around suicide and multi-week **suicide prevention editorial**. Developing **school based Suicide Prevention strategy** and provision of awareness sessions to all students. Distribution of 15,000 suicide prevention **beermats and posters** in local pubs/clubs in Barrow. A **Park Run 'Takeover'**. Leaflet drops in local **Betting Shops**. Inclusion of suicide prevention information on a local Town Activity App and plans for development of a Cumbria specific **Suicide Prevention App** by local designers. Delivery of suicide prevention **awareness sessions to parents** at local secondary schools. Development of **'spot the signs' posters** for GP waiting rooms. And many more.*

Local leadership will be supported in each District, who shape and direct local activity. This will be supported centrally by other Suicide Safer resources/activity/staff. Replicating the successful model piloted in Eden.

We will also train a number of **Project Champions** in each area who will work to deliver awareness raising at a very local level eg within their workplace, social events, fundraisers etc and who'll support awareness raising at public facing events, media engagement and production of project resources.

Every Life Matters is recruiting three Suicide Safer Community Co-ordinators in Barrow (0.6 FTE), Allerdale/Copeland (FT) and Carlisle/Eden (0.5 FTE) during January 2020. Taking an Assets Based Community Development approach these staff will actively support individuals and organisations to take local action.

2 Raising Public Awareness

Ongoing social marketing campaigns across local media/social media platforms focusing on key project educational and social change message (both created from scratch in Cumbria and borrowed from existing campaigning such as Zero Suicide Alliance etc)

- Engaging local media in the project from the outset
- Specific mini-projects eg short films, street art, exhibitions etc.
- Engaging and supporting participation by local people impacted by suicide
- Linking in to key annual events - World Mental Health Day, World Suicide Prevention Day etc.

We will produce a range of Cumbria specific suicide prevention resources for January 2020 including

- Cumbria suicide prevention website resource for people at risk and people supporting them.
- Wallet cards and other materials for those at risk, and those supporting them. Development of Cumbria Suicide Prevention app.
- Safety Planning guidance and templates, supported by training, for all members of the population, from health professionals through to people at risk.
- Targeted campaigns eg 'Spot the signs' in GP practices, beer mat signposting, toilet door poster signposting/campaigning

Key project resources – including Website, App, Wallet Cards, Safety Planning Tools and Campaigns – aim to ensure information for both people experiencing thoughts of suicide, and those supporting them, is readily available, locally relevant and regularly updated.

3 Training Programme

The Suicide Safer Community model is an excellent way of stimulating demand for suicide prevention training and in each district we will undertake extensive delivery of a range of accredited and bespoke suicide prevention training packages, including the Living Works suite of training.

Since May 2019 Every Life Matters has delivered training to over 1,600 people, primarily across our two launch areas of Copeland and Barrow. This has included;

- *26 open half-day Suicide Alertness Sessions and 8 Self-Harm Sessions*
- *Over 36 awareness sessions to a variety of organisations from the community, 3rd, public sectors.*
- *10 training sessions, including the 2 day ASIST to employers including BAE and Sellafield.*
- *We've trained over 500 pupils and 350 parents through local schools.*

Training will, in the majority of cases, be provided free of charge, and will be available both as in-house for local community/faith/third/public/private sector organisations and ongoing open access sessions widely advertised across the local community. Training packages include;

- Accredited training including ASIST, SafeTALK, ASK, Suicide First Aid, MHFA and so on.
- Locally developed training packages from simple awareness raising through to one-day primary care safety planning training.

From Jan 2020 we will be significantly expanding our training provision in the county;

- *We have a target of training 3,500 people during 2020 in suicide Awareness*
- *Increasing the availability of open access courses across Suicide and Self-Harm Alertness, ASIST, MHFA, Youth MHFA and others.*
- *From Feb 2020 we will be introducing ASK Workshops in Cumbria, suicide intervention skills aimed at those supporting 5-15 year olds*

4 Focused Interventions

Where there are significant areas of high risk population, or clusters of suicides in a particular geographic or demographic community (for instance the recent cluster of deaths among the substance misuse community in Barrow) we will focus our project resources through;

- Actively targeting training at key gate keepers, peer supporters and related organisations and developing a localised network of Suicide First Aiders (Using ASIST, ASK or SFA).
- Work with local agencies to identify those impacted by the cluster of suicides to ensure there is full awareness of suicide bereavement support available and understanding of contagion.

*In response to a series of suicides in primary care in one District we will be piloting **Safety Planning Training** in Cumbria from Jan 2020, co-designed by a local GP and supported by a range of resources including localised mobile app.*

5 Supporting Bereaved Communities

Every suicide affects a number of people directly and often many more indirectly. We will work in local communities where there has been significant bereavement by suicide to provide information via local media and/or public facing events to help people understand the impact of bereavement by suicide. Normalise common grief responses and the right of everyone affected to grieve. Be aware of bereavement information and support services locally/nationally. This will dovetail with Suicide Bereavement Service Support – see below.

*Every Life Matters will be launching a new **Suicide Bereavement Service Partnership** in Feb 2020. Working with Child Bereavement UK, SBS, Cruse, Coroners Court Support Service and Samaritans. As well as providing early intervention for individuals and families bereaved by suicide, the partnership will also provide **community focused support** for those affected by suicide including schools, workplaces and neighbourhoods.*

6 Local Leadership

In each district we will work with local communities to develop active leadership on suicide prevention, bringing together passionate individuals from across all sectors and sections of our community – not only to drive forward the Suicide Safer work at a local level but also within their own organisations, within local strategy, services, communities and families.

Outcomes

The overarching aim of SSC's will be to reduce the number of people who die by suicide in the District. Lower level **Outcomes** from Suicide Safer Communities include;

1. People are more able to **talk openly about suicide**, there is less stigma attached to talking about suicide and common myths and misperceptions about suicide are reduced
2. People better understand **who is at risk of suicide** and the nature of suicidal thoughts and behaviour
3. People have the confidence, skills and resources to more effectively **support those at risk of suicide**
4. People are more aware of the **help and information** that is available to those at risk of suicide and those in some way supporting an individual at risk of suicide
5. People at risk of suicide are more likely to be able to **access appropriate support** in a more timely manner

Suicide in Cumbria

- Around **55 people** die by suicide in Cumbria each year, over three times the number who die on our rural roads. Cumbria suicide rates are consistently higher than the England average, with our coastal communities in particular hovering around **50% above the England average**, some of the highest in the North of England.
- Based on Adult Psychiatric Morbidity Survey Data approximately **1 in 5 people will have thoughts of suicide** during their lifetime, and a further **1 in 15 will make some form of suicide attempt**. Of the current Cumbrian adult population this equates to approximately 80,000 having thoughts of suicide, and 26,000 making a form of suicide attempt during their lifetime. **1 in 17 adults, or approximately 23,500 Cumbrian residents, will have thoughts of suicide each year.**
- Suicide remains the biggest killer our young people, of men under the age of 50, and women under the age of 35. Over **75% of suicides in Cumbria are men**, mirroring the England average.
- It is estimated that every death detrimentally impacts around **30 people** (family, friends. Colleagues, neighbours, care workers, emergency services and so on) – equating to around 1,650 people per year in Cumbria.
- Every suicide is estimated to cost society around **£1.6 million** (costs associated to the death, inquests, lost taxes, lost working hours and health and wellbeing costs associated to those bereaved and so on).
- Only around **25 % of people** in Cumbria are in contact with mental health support when they take their own life, mirroring the England average. A combination of stigma attached to disclosing thoughts of suicide, and lack of understanding about the signs and causes of suicide risk, mean we need to shift the focus of suicide prevention away from our specialist services and make them everyone's concerns. Suicide is everyone's business.

Deaths by Suicide in Cumbria 2009-18

No. of suicides	2018	2017	2016	2015	2014	2013	2012	2011	2010	2009
Cumbria	51	44	70	46	52	55	58	49	47	52
Allerdale	10	7	16	5	8	6	8	11	10	17
Barrow-in-Furness	11	9	8	9	9	6	7	7	2	5
Carlisle	9	13	16	12	11	14	7	12	14	13
Copeland	6	7	11	9	5	9	16	12	5	4
Eden	2	3	6	4	4	7	4	1	8	2
South Lakeland	13	5	13	7	15	13	16	6	8	11

	2016-18		2015-17		2014-16	
	Total Deaths	Deaths per 100,000	Total Deaths	Deaths per 100,000	Total Deaths	Deaths per 100,000
England	14,047	9.6	13,846	9.6	14,277	9.9
Cumbria	165	12.4	160	12.1	168	12.9
Allerdale	33	12.7	28	11.0	29	11.5
Barrow-in-Furness	28	15.4	26	14.5	26	14.9
Carlisle	38	13.7	41	14.7	39	13.8
Copeland	24	12.9	27	14.9	25	14.2
Eden	11	6.8	13	8.1	14	8.9
South Lakeland	31	10.5	25	7.8	35	12.1

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