

## Position Information

<b>Position</b>	<b>Bereavement Navigator</b>
<b>Eligibility</b>	<b>Open to internal and external applicants</b>
<b>Working Location</b>	Berri, Mount Gambier, Port Adelaide
<b>Classification</b>	DGP5, RN2, PO2 (Dependent on qualification and experience)
<b>Job Status</b>	Full Time, Up to 1.0 FTE
<b>Pay (per annum)</b>	\$89,267 - \$102,510 (Pro Rata + Super + Leave Loading + Salary Packaging)
<b>Applications Closing Date</b>	5pm, Monday 16 <sup>th</sup> February 2024

### About Us

Thank you for your interest in applying for the position of Bereavement Navigator with FocusOne Health. FocusOne Health is a purpose led, Not for Profit, organisation with strong organisational values and culture. To find out more about our organisation, please visit [www.focusonehealth.com.au/about](http://www.focusonehealth.com.au/about)

### About the Role

The Palliative Care Connect Bereavement Navigation Service, funded under the SA Palliative Care Navigation Pilot, will strengthen the identification and management of grief and bereavement needs, promote awareness, and normalise discussions surrounding death and dying matters in community settings across South Australia. This Pilot will run until June 2025.

Bereavement Navigators will provide appropriate information, service linkages, and advocacy to consumers requiring grief and bereavement supports, their families, caregivers, and healthcare professionals statewide via a centralised telephone line and telehealth.

Bereavement Navigators will also provide age-group specific face-to-face services in the following locations:

- Paediatrics: metropolitan Adelaide
- Adolescents and young adults: Riverland (based in Berri)
- Adults in the community: Mount Gambier

Bereavement Navigators will also engage with government and private organisations, community stakeholders, healthcare providers, and support networks to increase grief and bereavement capabilities, and identify and manage grief and bereavement in the community.

Candidates with relevant qualification in health/allied health (or other related qualification) and/or 3-5 years of related professional experience, along with essential skills such as communication, problem-solving, and adaptability, and demonstrated cultural, spiritual, and emotional competency to effectively engage with clients from diverse backgrounds and communities, accommodating varying levels of health literacy, while maintaining safe practices and environment, are encouraged to apply.

FocusOne Health offers a supportive environment, working with a team of dedicated and professional practitioners and organisational specialists, to support your professional development.

We are committed to achieving a diverse workforce and strongly encourage applications from Aboriginal and Torres Strait Islander people.

The successful applicant will be remunerated in accordance with FocusOne Health's EBA dependent on skills, experience, and qualifications. We offer flexible terms and conditions and attractive salary packaging arrangements. For more information about salary packaging, please visit [Discover salary packaging - Community Business Bureau \(cbb.com.au\)](#).

Comprehensive onboarding and induction to the role will be provided to the successful applicant.

We reserve the right to appoint to the role prior to the application closure date.

## How to Apply

**Applicants are required to address the Selection Criteria of the Job Description below in their cover letter in order to be considered.**

Your application addressing the selection criteria and current resume, including contact details for 3 referees, are to be emailed to [info@focusonehealth.com.au](mailto:info@focusonehealth.com.au)

Further information can be obtained by contacting James Cheesman, Clinical Governance Manager at FocusOne Health on (08) 8582 3823.

## Immunisation

FocusOne Health strongly encourages its employees to be fully vaccinated to protect their health and that of our clients and their family and friends.

## **Pre-employment Screening**

If you are selected for an interview, copies of the documentation outlined below will be requested at the job interview. If these documents are not available by the interview date, this can be discussed on the day.

### **Criminal History Assessment**

In accordance with the South Australian Child Safety (Prohibited Persons) Act 2016 and the Children and Young People (Safety) Act 2017, the successful application will be required to attain appropriate criminal and relevant history screening assessment / criminal history check. The following checks will be required for this role:

- National Police Clearance
- Working with Children Check – DHS
- Aged Care Clearance – DHS

### **Certificates & Licences**

- Evidence of Qualification
- Evidence of Professional Registration
- Evidence of Safe Environments for Children and Young People Training
- Copy of Drivers Licence
- Copy of Car Registration
- Copy of Comprehensive Vehicle Insurance
- SA Health COVID19 Vaccination Certificate/History Statement
- Confirmation of Immunity Status



Position Details	
<p><b>Position Title:</b> Bereavement Navigator</p> <p><b>Fulltime Equivalent (FTE):</b> 1.0FTE</p>	<p><b>Date Job Description approved:</b> 02/02/2024</p> <p><b>Status of employment:</b> Refer to 'employment letter of engagement'</p> <p><b>Location:</b> Refer to 'employment letter of engagement'</p>
Position Context	
<p>Organisation Overview</p>	<p>FocusOne Health is a locally run not for profit organisation providing a range of programs and services that aim to raise awareness and improve the health outcome of the community. Working in partnership with a broad range of organisations and service providers to deliver integrated and coordinated health services to the community (including General Practice, medical specialists, allied health services and state government health services). An integrated approach is taken to support individuals in prioritising their health and wellbeing.</p>
<p>Job Purpose Statement</p>	<p><b>Bereavement Navigators:</b></p> <ul style="list-style-type: none"> <li>provide appropriate information, service linkages, and advocacy to consumers requiring grief and bereavement supports, their families, caregivers, and healthcare professionals statewide via a centralised telephone line and telehealth.</li> <li>provide age-group specific face-to-face services (Paediatrics: metropolitan Adelaide, Adolescents and young adults: Riverland (based in Berri), Adults in the community: Mount Gambier)</li> <li>engage with government and private organisations, community stakeholders, healthcare providers, and support networks to increase grief and bereavement capabilities, and identify and manage grief and bereavement in the community.</li> </ul> <p>All FocusOne Health staff demonstrate an understanding of and commitment to the principles of multiculturalism, equal opportunity, and the legislative requirements of the WH&amp;S Act.</p>
<p>Reporting Relationships</p>	<p><b>Line Management:</b> Reports through the designated FocusOne Health Manager Is accountable to the Board of Management of the FocusOne Health Inc. (through the organisational management structure).</p> <p><b>Nurses:</b> seek leadership, advice and support for clinical matters from Senior Registered Nurses, Portfolio Coordinators, or Clinical Governance Manager.</p> <p>Has a professional responsibility to work within the limits of their competence. The individual nurse must assess and determine their own learning needs with assistance from their supervisor as required. Supervision requirements are matched to the requirements of the specific position in which the supervisee is required to work.</p> <p><b>Social Workers, AHPs - Clinical Accountability:</b> Seeks leadership, advice, and support for clinical matters from Senior Bereavement Navigator, Portfolio Coordinator or Clinical Governance Manager.</p>





<p>Working Relationships</p>	<p>Participates in and actively contributes to regular Team Meetings and 1:1 meetings with Line Manager.</p> <p>Participates in and actively contributes to regular clinical supervision and in peer clinical review processes.</p> <p>Is a member of the multi-disciplinary FocusOne Health Team and liaise with FocusOne Health membership and other relevant stakeholders on behalf of FocusOne Health.</p> <p>Consulting and collaborating with stakeholders within the organisation and the community, to ensure optimal organisational outcomes.</p> <p><b>Nurses:</b> In collaboration with the designated FocusOne Health Manager, ensure the delivery of assigned clinical services is in line with Clinical Governance protocols through the provision of clinical leadership, guidance, and support to clinical staff.</p>
<p>Line Management Responsibility</p>	<p>Nil</p>
<p>General Expectations</p>	<p>Employees are required to read, understand, and comply with all policies, procedures and any reasonable direction, whilst demonstrating professional workplace behaviours in accordance with the Code of Conduct.</p> <p>Maintains confidentiality and operates within the Information Sharing Guidelines.</p> <p>Participation in Performance Development Reviews every 12 months.</p> <p>FocusOne Health is a smoke- and vape-free workplace.</p>
<p>Immunisation Requirements</p>	<p>FocusOne Health strongly encourages that employees for this position provide confirmation of their immunity status.</p> <p>This role is identified in accordance with the FocusOne Health Immunisation Policy as:</p> <p><b>Category B</b> – Indirect contact with blood and body substances.</p> <p>These staff rarely have direct contact with blood or body substances. These staff may be exposed to infections spread by the airborne or droplet routes but are unlikely to be at occupational risk from blood borne diseases.</p> <p>FocusOne Health strongly encourages employees for this position provide confirmation of up to date COVID-19 vaccination, with a COVID-19 vaccine approved by the Therapeutic Goods Administration (TGA), prior to commencement of employment.</p>
<p>Special Conditions</p>	<ul style="list-style-type: none"> <li>• Relevant 3-5 years of related professional experience in grief and bereavement</li> <li>• Where employed as a Nurse, Social Worker or AHP, Current and full registration with the appropriate registration authority for their discipline (eg. AHPRA, AASW, ACA/PACFA etc.)</li> <li>• Some out of hours work may be required for which time off in lieu is to be taken</li> <li>• Travel throughout FocusOne Health’s catchment, with occasional intra-state trips (to Adelaide or Regions) and inter-state travel will be required.</li> <li>• A current South Australian Driver’s Licence is essential, and use of comprehensively insured personal motor vehicle will be required, for which there will be mileage remuneration in line with Enterprise Agreement and FocusOne Health policy.</li> <li>• In accordance with the South Australian Child Safety (Prohibited Persons) Act 2016 and the Children and Young People (Safety) Act 2017, the attainment of both a <i>National Police Clearance</i> and a <i>Working with Children Check</i> is required prior to commencing employment.</li> </ul>



Key Responsibilities		
Accountability	Key Activities and Outcomes (What is to be achieved-responsibilities and duties)	Key Performance Indicator (This is the measurement criteria for how each accountability/responsibility is achieved)
		Outcomes & Outputs
Service Delivery	<p><b>Bereavement Navigators provide:</b></p> <ul style="list-style-type: none"> <li>• appropriate information, service linkages, and advocacy to consumers requiring grief and bereavement supports, their families, caregivers, and healthcare professionals statewide via a centralised telephone line and telehealth.</li> <li>• age-group specific face-to-face services in the following locations: <ul style="list-style-type: none"> <li>• Paediatrics: metropolitan Adelaide</li> <li>• Adolescents and young adults: Riverland (based in Berri)</li> <li>• Adults in the community: Mount Gambier</li> </ul> </li> <li>• engage with government and private organisations, community stakeholders, healthcare providers, and support networks to increase grief and bereavement capabilities, and identify and manage grief and bereavement in the community.</li> </ul>	<ol style="list-style-type: none"> <li>1. Receives incoming referrals and client contacts directly or via Palliative Care Connect phone line and ensures prompt follow-up of all communications</li> <li>2. Outreach and capacity building activities: <ol style="list-style-type: none"> <li>a. Provide training and education to public and private organisations, professionals, and community members to enhance their understanding of grief and bereavement across different age groups.</li> <li>b. Contribute to the creation of a service directory by identifying existing bereavement services, referral criteria, and any costs associated.</li> <li>c. Support consumers, GPs, hospital units, and the broader health system by linking people to appropriate grief and bereavement resources and supports.</li> <li>d. Participate in community events, workshops, and discussions to increase overall awareness and normalise conversations about death and dying across communities and organisations.</li> <li>e. Be a point of contact for other services offered through the SA Palliative Care Navigation Pilot</li> <li>f. Collaborate with community leaders, cultural organisations, and representatives from diverse communities to inform the development of bereavement resources that support community understanding of specific cultural beliefs, practices and traditions related to death, dying and bereavement.</li> <li>g. Ensure that educational materials, resources, and support programs are adapted to reflect the cultural diversity and needs of the communities served.</li> </ol> </li> </ol>
	<p><b>Age group requirements: Paediatrics (metro Adelaide)</b></p>	<ol style="list-style-type: none"> <li>1. Collaborate with the Women’s and Children’s Palliative Care service to understand resource requirements to support grief and bereavement across developmental age groups specific to paediatrics.</li> </ol>

		<ol style="list-style-type: none"> <li>2. Partner with early learning centres, schools, after-school programs, and community organisations to identify, distribute or create educational materials, resources, and toolkits relevant to grief and bereavement in children for the purpose of empowering community members to better support them.</li> <li>3. Educate community members and organisations in their understanding of grief and bereavement in children and create a register of professional grief and bereavement counsellors that have expertise in working with children.</li> </ol>
	<b>Age group requirements: Adolescents and young adults (Berri)</b>	<ol style="list-style-type: none"> <li>1. Collaborate with Adolescent and Young Adult Cancer Service to understand resource availability and requirement to support grief and bereavement for teenagers and young adults.</li> <li>2. Collaborate with community organisations, healthcare facilities, schools, TAFE, Universities, and other relevant stakeholders to educate and support staff in the identification and management of bereavement-related behaviours in teens, and young adults.</li> </ol>
	<b>Age group requirements: Adults in the community (Mount Gambier)</b>	<ol style="list-style-type: none"> <li>1. Collaborate with workplace organisations to embed enhanced employee assistance policies and programs that support the identification and management of grief and bereavement matters in staff and customers.</li> <li>2. Engage with community agencies such as Centrelink, financial institutions, homeless shelters, carer respite centres, local councils and any other agency that supports adults working through grief and bereavement.</li> </ol>
<b>Program Implementation</b>	<p><b>Bereavement Navigators contribute to the planning, evaluation, delivery and reporting of the Palliative Care Connect Bereavement Services Navigation Pilot</b></p> <p>Participate in stringent data collection to facilitate accurate reporting to funding bodies, board of management and advisory groups on program performance, outcomes, activities, and quality measures.</p> <p>Supports FocusOne Health in working towards a collaborative approach with relevant agencies to ensure effective communication regarding client care and progress is shared with appropriate stakeholders in line with the Information Sharing Guidelines.</p> <p>Identifies common service needs for the client base, creates linkages and solutions with health services/ service options.</p>	<ol style="list-style-type: none"> <li>1. Maintains accurate records of client interactions, appropriate documentation, and necessary forms relating to service delivery.</li> <li>2. Ensuring that service delivery complies with the appropriate policies and procedures and legislative requirements.</li> <li>3. Demonstrates effective communication including in line with Information Sharing Guidelines.</li> <li>4. Maintains an up-to-date knowledge of FOH services, other associated services and relevant legislative changes affecting mental health service delivery.</li> <li>5. Collates and reports service delivery data as required in a timely manner.</li> <li>6. Specific program outcomes demonstrated in reporting including client surveys and case studies provided to required output levels.</li> </ol>

	Supports robust evaluation of FOH services to inform future community needs/service options.	
<b>Administrative Duties</b>	<p><b>Actively undertake administrative duties pertinent to the role and those that support the organisation.</b></p> <p>Monitor emails, phone calls and other communications as required.</p> <p>Ability to work under pressure and prioritise workload.</p>	<ol style="list-style-type: none"> <li>1. Administrative tasks completed in a timely fashion and tasks are prioritised demonstrating effective time management.</li> <li>2. Supports other teams and staff in administrative functions to ensure quality Customer Service and Teamwork is demonstrated; including support of key service functions such as reception, office arrangements and positive organisational culture maintained.</li> </ol>
<b>Continuous Quality Improvement</b>	<p><b>Bereavement Navigators assist with the implementation of continuous quality improvement and assurance activities within the FocusOne Health's quality assurance framework and supports the promotion of FocusOne Health Services.</b></p> <p>Maintain clinical governance arrangements that align with all national, state, and local standards, and include feedback mechanisms, relevant clinical supervision, and performance monitoring and review arrangements.</p> <p>Participates in team meetings, planning activities, program and/or advisory groups and FocusOne Health-wide quality assurance activities.</p> <p>Contributes to best practice standards of program service delivery through supporting the promotion and implementation of quality management systems, evaluation, and reporting.</p> <p>Represents FocusOne Health at local, regional, and state meetings and conferences as required.</p> <p>Aids in the maintenance of data collection systems relevant to the evaluation of programs.</p> <p>Participates in ongoing professional development including annual performance reviews, and the development of and review of Key Performance Indicators.</p> <p>Supports the principles of equal opportunity, fairness, honesty and respect and fosters WH&amp;S in the workplace.</p> <p>FOH programs delivered in the context of the Contract between FOH and the Funder, and in conjunction with developed Program Guidelines,</p>	<ol style="list-style-type: none"> <li>1. Demonstrates commitment to the objectives of the program/team and organisation, shows considerable drive and effort in achieving work and organisational goals.</li> <li>2. Identify, develop, and support and/or implement new initiatives, quality and continuous improvement activities as part of a continuous improvement process in own work, team and in line with organisational goals.</li> <li>3. Engages positively and professionally with FOH management, staff, clients and stakeholders.</li> <li>4. Shows leadership and active participation in the Safety and Quality initiatives of the organisation including but not limited to: <ol style="list-style-type: none"> <li>a. Peer Review processes</li> <li>b. Integrates learnings and recommendations from clinical file audits into clinical practice</li> <li>c. Actively reports clinical incidents and 'near misses' as per clinical incident reporting procedures and participates in clinical incident processes</li> <li>d. Participates in customer feedback initiatives, supporting clients to understand how their input is used to inform safety and quality of the organisation</li> <li>e. Demonstrates and participates in mandatory and professional learning; sharing with colleagues through sharing learnings and industry updates</li> <li>f. Actively engages in accreditation and certification activities</li> </ol> </li> <li>5. Displays openness in professional conduct.</li> </ol>



	FocusOne Health's Policy, Procedures, Work Instructions, and Templates and Forms.	
<b>Work Health and Safety</b>	<p><b>Maintaining and improving the quality in all FOH activities.</b></p> <p>All activities are implemented with consideration to safe work practices, meeting obligations under WHS legislation.</p> <p>Demonstrating initiative, and communication with team members, stakeholders, and clients, utilising FOH information management guidelines to record and document.</p> <p>Participating in internal audits, drills, and utilising service improvement request.</p> <p>Participates and maintains WHS knowledge and WHS training, including awareness of FOH WHS Risk plan, policies, and procedures.</p> <p>Contributes to the Identification and assessment of WHS risk (including identification of hazards); prioritising safety for staff and all others accessing FOH facilities/equipment/services</p>	<ol style="list-style-type: none"> <li>1. Work Health &amp; Safety issues and controls implemented.</li> <li>2. Participation in Internal audits as requested.</li> <li>3. Participation in drills as required.</li> <li>4. Utilisation of Service Improvement Request process as necessary.</li> <li>5. Hazard and Incident reports completed.</li> <li>6. 100% of incidents and hazards reported within timeframe.</li> </ol>
<b>Teamwork</b>	<p><b>Actively contribute to the success of FocusOne Health and its culture through effective communication, contributing to and facilitating teamwork</b></p> <p>Demonstrated ability to work independently as well as part of a multi-disciplinary team.</p> <p>Contribute to a team culture where individual members are valued and recognised for their diverse skill sets.</p>	<ol style="list-style-type: none"> <li>1. Contributes positively and professionally to teams and programs working within.</li> <li>2. Demonstrate active participation in team planning; ensuring team initiatives are communicated across teams you work within.</li> <li>3. Display organisational values, role models appropriate conduct and operates within organisational boundaries and systems</li> <li>4. Prepare for and participate in regular 1:1s with line manager, utilising the time to report achievements, issues and concerns</li> <li>5. Participate in 90-100% of 1:1 meetings and team meetings</li> </ol>

<b>Selection Criteria</b>			
<b>Essential Minimum Capabilities</b>			
Skills and Abilities	<ul style="list-style-type: none"> <li>• Communication with project stakeholders and service providers</li> <li>• Problem solving and adaptability</li> <li>• Demonstrated cultural, spiritual, and emotional competency to effectively engage with clients from diverse backgrounds and communities, accommodating varying levels of health literacy while maintaining safe practice and environment</li> <li>• Collection and interpretation of data and participation in evaluation</li> <li>• Effective communication with diverse stakeholders and communities</li> </ul>		
Experiences	<ul style="list-style-type: none"> <li>• 3-5 years of related professional experience</li> <li>• Planning and executing community engagement, capacity building, and/or education activities</li> </ul>		
Knowledge	<ul style="list-style-type: none"> <li>• Understanding of the role Grief and Bereavement Services</li> <li>• Knowledge and skills in Service Navigation</li> </ul>		
<b>Desirable Characteristics</b>			
Experiences and Knowledge	<ul style="list-style-type: none"> <li>• Cultural Safety</li> <li>• Person-centred and trauma-informed practices</li> </ul>		
Personal Abilities	<ul style="list-style-type: none"> <li>• Interpersonal and interprofessional written and verbal communication to a very high standard</li> <li>• Ability to adapt and pivot according to the evolving needs of the program and consumers</li> </ul>		
Qualifications	<ul style="list-style-type: none"> <li>• Qualification in health/allied health, or relevant other qualification</li> <li>• Professional registration with the relevant professional body (AHPRA, AASW, ACA/PACFA, etc.)</li> </ul>		
<b>Organisational Requirements</b>			
<b>Acknowledgement and Approval</b>			
Key results and accountabilities for this position should not be considered definitive. Accountabilities and outcomes may be added, deleted or modified, in consultation with staff as necessary. Job and Person Specifications will be reviewed in line with Performance Review & Development Appraisals unless required earlier.			
<b>Acknowledged by Employee:</b>		<b>Date:</b>	Signature:
<b>Approved by CEO:</b>	Scerina Rasheed	<b>Date:</b>	Signature: