



Zephyr's Support and Care Lead

Job description

Fee: £150 per day

Contract / time commitment: This is a freelance role, to the equivalent of 2 days/16 hours a week, including some evenings and weekends, for an initial period of 6 months.

Location: Based in Nottingham – you'll work a combination of remote and office based hours (from our Sneinton Market base) as well as attend some in-person support sessions.

Start date: As soon as possible.

Reporting to : Zephyr's CEO and Project CoOrdinator

Monthly Supervision provided | Training and development opportunities.

About Zephyr's

Zephyr's is a small charity in Nottingham/shire offering support for anyone touched by pregnancy loss or the death of a baby or child, at any age or gestation. We provide community; space for people who are grieving to come together, to share openly their memories, hopes or feelings – and to be met and acknowledged with warmth, compassion and understanding.

We offer a range of services including 1-to-1 therapy, group creative and therapeutic activities, and drop-in sessions where people can connect with one another and be heard. We are passionate about sensitive, trauma-informed care, peer support, and ensuring a sense of togetherness, both to combat the taboo and isolation that can be faced by those who grieve the loss of a child, and to support people to find what they may need in our services, and in the connection they may make with those they meet through us.

About the Role

We're seeking a kind, highly organised, emotionally intelligent and sensitive Support and Care Lead to be the first point of contact for people reaching out to Zephyr's after the death of a baby or child, and to provide additional support as needed, to our team of freelance facilitators.

You'll provide a mix of emotional and practical support for our beneficiaries; as a calm, listening presence when someone initially reaches out – you'll be someone who can gently support, signpost, and help people to find and access what they need most. This new role will sit at the heart of our work, and is a crucial expansion of our small dedicated part-time team. You will be closely supported by, and work alongside, our CEO, as you carry out, develop and manage the day-to-day care that Zephyr's offers.

You will also offer gentle support, as needed, and act as a point of contact for our team of therapeutic practitioners who provide our monthly activities, such as yoga, woodwork, and walks.

Key Responsibilities:

Support and Referral

- * Be the first, compassionate point of contact for individuals approaching Zephyr's
- * Provide emotional care, gentle guidance and information over email, message, phone, online calls, or through occasional in-person conversation.
- * Listen with care and sensitivity to understand the needs of those who turn to Zephyr's.
- * Offer non-judgemental space, to facilitate people to find what they need, without being too prescriptive or directive.
- * Make appropriate referrals to Zephyr's therapy services, or signpost into our program of creative activities, or peer support - and if deemed more appropriate, refer into other services.
- * Maintain sensitive, accurate records of support given.

Liaison and Collaboration

- * Be a point of contact for our peer support volunteers, to schedule their help at sessions, and answer practical queries or support needs.
- * Occasionally communicate with, and support positive relationships with, healthcare professionals and community organisations referring people to Zephyr's.
- * Support scheduling and supervision sessions for freelance staff and volunteers.

Monitoring and Evaluation

- * Work closely with the Project Co-Ordinator, to support the collection of monitoring and evaluation data.
- * Assist with gathering feedback, testimony, impact reporting, and contribute to funding bids as needed.

Participation in Sessions

- * Attend some of our in-person bereavement support sessions, such as evening drop-ins, walks, or family-friendly activities – a schedule of these sessions to be attended will be drawn up between yourself and our CEO Carly, so this role is shared.
- * Help to create a warm, welcoming and emotionally safe space at these sessions, and always be ready to signpost to other support, or provide the listening ear that some may need individually.
- * Make a good cup of tea! Demonstrate an understanding of the many ways support can be offered – for example in silence, through non-verbal care.

Organisational Responsibilities

- * Work closely with our CEO, providing regular updates and insight from your role.
- * Work closely with our Project Co-Ordinator to contribute to monitoring and evaluation.
- * Ensure good practice in relation to safeguarding and data protection.
- * Attend training and reflective supervision as required.
- * Attend some of our Trustee Board meetings.

Essential and desirable skills:

What we're looking for...

- * A kind and calm, sensitive person with excellent active listening skills
- * Experience of working with people who are grieving, in crisis, or have experienced trauma, in 1-2-1 and/or group settings.
- * Strong emotional resilience and professional boundaries
- * A clear, non-judgmental approach to different grief and loss experiences.
- * Organisational confidence – able to manage IT systems and schedules
- * A collaborative team member who values care, inclusion, and our sense of family and community

It'd be great if you also have...

- * Professional experience of working within a baby or child loss organisation
- * Knowledge of local bereavement support and networks
- * Familiarity with trauma-informed or person-centred approaches
- * Understanding of equality, diversity and inclusion in bereavement care

Our support for you

We recognise the emotional impact of this work, and will provide opportunity for you...

- * To work flexibly around your needs and availability
- * With monthly supervision for reflective support and on-going training and learning opportunities
- * Through invitations to team days and creative planning sessions
- * To feel a sense of belonging to our supportive team, that feels like a 'family'

How to Apply :

To express your interest, please send us

* A short cover letter or email (1-2 pages max) outlining your relevant experience and why this role feels right for you

* Your current CV, details of your relevant work history.

Offers of work will be subject to DBS check, references and in adherence with our safer recruitment policy. The role will begin as a 6 month freelance period, and, subject to funding, is likely to be extended.

Deadline to apply: 27th June 2025

Email your application to: Carly Williams, CEO - contact@zephyrsnottingham.org.uk

** We encourage you to make time for an informal chat before applying, please do get in touch with Carly to arrange this, we'd love to hear from you. **