

## **Chair of Service Delivery Committee (Volunteer Role)**

This is an exciting opportunity to join our Thames Valley Berkshire Branch to lead and be part of a fantastic team and develop and deliver services throughout the local area.

### **Background**

Cruse Bereavement Support is the leading national charity for bereaved people in England, Wales and Northern Ireland. We offer support, advice and information to children, young people and adults when someone dies, and work to enhance society's care of bereaved people.

Cruse's key resource is its volunteers. None of what Cruse achieves would be possible without the passion, dedication and skills of our volunteers. Our bereavement volunteers provide specialist bereavement support to children, young people and adults which reduces the negative impact of bereavement on their lives. Our supervisors provide vital support to our bereavement volunteers and the branch is supported by administration and management volunteers who aid in ensuring the smooth running of the service.

Cruse Thames Valley Berkshire are looking for an effective and experienced leader to chair our Service Delivery Committee and to have a key role in leading and developing the work of Cruse at a local level. You will be responsible for directing, motivating and supporting the committee and volunteers with the support of the wider Cruse Hub staff team.

The Thames Valley Berkshire branch have 42 volunteers consisting of 40 Bereavement volunteers, 6 supervisors, 3 trainers, 5 Committee members and 3 management and administration volunteers. Last year the branch supported 476 clients.

### **Role description - What will I be doing?**

- Chairing meetings of the Service Delivery Committee and ensuring that all members have the opportunity to participate
- Working closely with your local Hub Administrator, Service Coordinator, Volunteer and Training Coordinator and Hub Manager who all form part of the South Hub staff Team
- Organising and developing client services across the Branch, ensuring services meet the diverse needs of the local community
- Representing the branch externally, liaising with local organisations including referrers and voluntary organisations
- Ensuring the branch and committee members are aware of the standards required by Cruse Bereavement Support and these standards are maintained
- Assisting with fundraising activity
- Maintaining effective communication throughout the branch
- Thinking ahead strategically and to plan for services for clients in line with the Cruse strategy
- Actively managing the local waiting list to minimise impact on clients
- Addressing and resolving problems, issues or specific/formal complaints
- Supporting the recruitment of Bereavement Volunteers, Supervisors and Trainers

### **Person specification - what skills and experience do I need?**

- The ability to lead, convene and work well in a team
- Excellent communication and organisational skills
- The ability to support and develop volunteers to deliver services
- An understanding and willingness to maintain confidentiality and compliance with policies
- A good level of computer literacy
- Commitment to equality, diversity and inclusion

### **Where will I be based?**

The role will be flexible within the local area with a mix of in-person meetings and zoom meetings.

### **What is the time commitment?**

Service delivery committee meetings will convene every 6-8 weeks, however it is estimated that the role will require around 10 hours per week. (This may vary and can be discussed on application)

### **What support will I get?**

- Full induction to Cruse and your role
- You do not need to have any bereavement training; however, we will offer you bereavement awareness training opportunities
- Invitation to other training events
- Support from local bereavement volunteers and committee members
- Support from the Hub staff team and Hub Council Chair
- Reimbursement of expenses in accordance with policies

### **What's in it for me?**

- Be part of a supportive volunteer team and a key part of the wider Hub Team
- Provide help to local bereaved people in need
- Provide leadership at a local level
- Receive ongoing support and training
- Be a part of making a difference to enhance society's care of bereaved people

### **Additional opportunities**

If you do not wish to apply for the role of Chair but are interested in joining Cruse and have skills and experiences that may be of benefit to us, we would love to hear from you. It would be really beneficial to add new members to the branch and welcome those that can help organise training, events, talks, to assist with managing our projects, outreach, communications and processes.