

Job Description

Job Title:	Project Officer
Location:	Cornwall – Remote (Home based) with regular in person activities across the county
Managed by:	Senior Service Delivery Lead
Hours:	35 hours per week
Contract:	Fixed term contract for 12 months
Salary:	FTE: £24,150.00

Purpose of the post

The Project Officer will be responsible for the day-to-day delivery of our Council funded Adult Bereavement Service in Cornwall and the Isles of Scilly. This service aims to provide accessible, accessible, empathetic and effective support for adults affected by bereavement, particularly sudden or drug/alcohol-related deaths. The Project Delivery Officer will work collaboratively as part of the local and regional volunteer and staff team. We welcome applications from candidates who wish to job-share the responsibilities of this role.

Key responsibilities and duties:

Service Delivery

- Ensure bereaved people receive good quality, timely, and appropriate support
- Ensure services are delivered in line with the Cruse client pathway, and policies and procedures
- Collect, monitor, and maintain accurate service data (including demographic and wellbeing outcomes).
- Organise and actively support the delivery of drop-in / specialist support sessions throughout Cornwall & Isles of Scilly
- Act as a point of contact for providers, community hubs, and internal teams.
- Collaborate with other organisations delivering mental health, drug and alcohol, primary care and other services to ensure people receive the most appropriate and timely support
- Manage waiting lists and client activity
- Complete necessary administrative tasks using Cruse’s CRM and secure IT systems
- Respond sensitively to client referrals, undertaking initial triage, assessment and Signposting.
- Coordinate the allocation of volunteer support
- Ensure prompt responses to safeguarding issues and complaints, adhering to Cruse policies and procedures

- Ensure service provision promotes Equality, Diversity and Inclusion

Volunteer Engagement

- Support the ongoing needs of volunteers, including local inductions
- Communicate effectively with volunteers, helping to share and embed policies and procedures
- Ensure that all volunteer engagement supports and promotes Equality, Diversity and Inclusion

Team & Stakeholder Engagement

- Work closely with the Regional and Local team to deliver the service in line with contractual specifications
- Deliver presentations to a range of stakeholders to promote the work of Cruse and engage constructively with local partnerships and referral networks
- Establish/maintain links with organisations to support the development of Regional Services
- Ensure service provision promotes Equality, Diversity and Inclusion
- We may ask you to undertake other tasks in line with your level of responsibility.

Person Specification

Experience

Essential

- Experience of working with bereaved people
- Experience of facilitating groups – or a willingness to train
- Experience of delivering remote and community-based services
- Experience in reporting and monitoring of services
- Experience in meeting deadlines and multi-tasking
- Experience of assessing need for vulnerable people
- Experience of working with volunteers
- Experience of community and stakeholder engagement

Desirable

- Experience of working with drug and alcohol related needs
- Experience of trauma informed approaches

Knowledge

Essential

- Knowledge of GDPR legislation, including principles and requirements
- Sensitivity to the differing needs of individuals in working within a diverse client/volunteer base
- Understanding of service operations and a good understanding of safeguarding
- Understanding of Equality, Diversity and Inclusion in a client service environment

Desirable

- Understanding of bereavement issues, support and services

Skills

Essential

- Ability to work within a team
- Ability to be self-motivating and organised
- Ability to work remotely
- Ability to attend in-person events
- Excellent interpersonal skills and communication skills
- Ability to inspire and motivate others
- Competent in IT use, Microsoft Office, and use of digital communication platforms, i.e. Zoom, Teams
- Ability to drive and access to a personal vehicle

Desirable

- *Ability to use outcome tools and evaluation methods*

Personal attributes

Essential

- Excellent written and verbal communicator
- Effective team leadership
- Empathic and warm
- Excellent at building and maintaining rapport and trust
- Cope in an environment where bereavement issues are discussed frequently
- Flexible and adaptable to shifting priorities

Commitment

Essential

- Commitment to Cruse Bereavement Support's mission, vision and values
- Commitment to equality, diversity and inclusion
- Willingness to work outside of normal hours / evenings and weekends when required
- Willingness to travel within the region when required for internal/external meetings
- Commitment to the future direction of Cruse, including regional ways of working

Education and Training

Essential

- Educated to NVQ level 4 or equivalent job-related experience

Desirable

- A counselling qualification or similar would be advantageous