

# Job description

<b>Job Title:</b>	<b>Service Delivery Co-ordinator</b>
<b>Location:</b>	Foyle Office
<b>Managed by:</b>	Somewhere for Us Project Manager
<b>Hours:</b>	35 per week
<b>Contract:</b>	Full Time, Temporary (till June 2027)
<b>Salary:</b>	FTE: £24,998

## JOB DESCRIPTION

### Purpose of the Post

This post will be responsible for the delivery of a range of bereavement supports to children, young people and communities across Northern Ireland, through our Somewhere For Us Project. The project service is co-designed with Youth Advisory Group.

### Key responsibilities and duties

- Work with Project Manager to develop and implement effective strategies to ensure equitable and effective service provision for bereaved children, young people and communities across Northern Ireland.
- To implement and deliver the project plan in line with the requirements of the project agreement/outcomes.
- Actively ensure children and young people engagement at all levels of project development and delivery.
- Ensure effective administration and event management of activities for children and young people and their families.
- To work with schools, community groups and organisations in delivering awareness and support sessions to upskill parents, teachers, community workers, etc to be better equipped to support bereaved children and young people.
- Facilitate a range of supports including 1-1 and group work within community settings, to enable children, young people and communities to understand bereavement and how to support others.
- Actively review service needs of bereaved children, young people, families, and communities and assist in adapting the service to respond to emerging need.
- Ensure implementation of Cruse policies and procedures within all aspects of the work. Advise Project Manager of any issues with implementation of policy and procedures.
- To maintain accurate and up to date records in line with Cruse policy.
- To always ensure safeguarding of children and young people as per Cruse Safeguarding policies and procedures.
- To ensure that all aspects of the work is carried out safely in line with organisational Health and safety policy.
- Positively promote and live out Cruse Bereavement Support values, aims and objectives.
- To undertake a programme of continued professional development to ensure understanding of policy development and bereavement support.

We help people through one of the most painful times in life  
– with bereavement support, information and campaigning.

Charity Registration Number: 208078. A company Limited by Guarantee Number: 638709.

- Work contracted hours flexibly, according to the needs of the project, including work during the evening and at weekends.
- Undertake any other duties that maybe requested at times by the Project Manager, that are in line with level of responsibility.

This list is not exhaustive, and amendments and additions may be required in line with future policy changes.

This post will require the candidate to undergo an enhanced check via the Access NI service prior to commencement of employment.

The post-holder must carry out his or her duties with full regard to the organisation's Equal Opportunities policy.

## **PERSON SPECIFICATION**

### **Experience**

#### *Essential*

- 2 years' experience of working in the field of peer led activities, to include peer and group support, 1-1 support.
- Experience of effectively working within a demanding and potentially stressful environment with individuals who are vulnerable, to work through issues sensitively and effectively as they arise.
- Ability to create a environment for children and young people to participate fully and meet their potential.

#### *Desirable*

- Experience of working/volunteering within a community or school or youth club.
- Experience of co-production.

### **Knowledge**

#### *Essential*

- Understanding of the issues experienced by bereaved children, young people and communities.
- Knowledge and understanding of bereavement and loss issues.
- Knowledge key principals for effective peer and group support.

#### *Desirable*

- Knowledge of models of family support.
- Knowledge and understanding of ethnic, religious and cultural diversity and how to respond when the needs of groups or individuals are not being met.

### **Skills**

#### *Essential*

- Good Presentation skills.
- Ability to use applications including Microsoft Word, Excel and Access. Competence in producing computerised reports and spreadsheets. Ability to use email and the Internet.
- Good level of interpersonal and Communication skills including written and verbal .
- Ability to build meaningful and appropriate relationships at all levels.

## **Education and Training**

### *Essential*

- Youth work, community work, counselling or equivalent to level 2

## **Personal attributes**

### *Essential*

- Motivated and enthusiastic attitude to work.
- Ability to be flexible and adaptable to manage issues as they arise.
- Ability to be able to self-manage own emotions in an environment where bereavement issues are constantly under discussion.
- Ability to work contracted hours flexibly according to the needs of the organisation including some work during the evening and at weekends.
- Full driving licence and/or have access to a form of transport which allows the post holder to undertake the duties of the post in full. Willingness to travel nationally for the role when required.

## **Commitment**

### *Essential*

- Willingness to participate in line management and supervision sessions, and to undertake continual professional development.
- Commitment to Cruse Bereavement Support's mission, vision and values.
- Commitment to equality of opportunity and diversity.