

**Cruse Bereavement Care  
Job Description  
Project Manager – Armed Services Bereavement Support**

**Responsible to:** Service and Development Manager

**Job Purpose** To extend, develop and manage bereavement support services for those in the Services, the ex-Service Community, their families and children, friends and colleagues

**Main tasks:**

**Service Development**

1. Research and make recommendations for the development of services, identifying needs, establishing proposals and developing a detailed project plan, including targets and milestones;
2. Make links and establish partnerships with organisations and other professionals working with the service and ex-service community;
3. Establish and convene an advisory group comprising interested parties and representatives and help to establish the group remit;
4. Collate and disseminate examples of good practice within Cruse and other organisations supporting the Service and ex-Service community;
5. Identify the training needs in order to achieve the Project outcomes and develop training materials to meet those needs;
6. Identify, work with and support Cruse Areas/Branches to develop enhanced flexible responsive local bereavement services for the services and ex-service communities;

**Management**

1. Undertake responsibility for the management and evaluation of the project, implementing project plans, monitoring budgets and providing regular reports as required;
2. Promote the work of the project, including development of publicity and promotional materials in order to establish new services;
3. Develop strategies to encourage volunteer recruitment and increase community participation;
4. To work within current Cruse standards in establishing the project;
5. To evaluate progress and propose future development;
6. Respond flexibly to the needs of the service and ex-service communities and to the needs of Cruse in supporting those communities.
7. Where appropriate, to liaise effectively with the media on issues relating to the project

**Confidentiality**

To maintain confidentiality

**Equal Opportunities**

In all the above, follow the Equal Opportunities Policy of Cruse Bereavement Care

**Health and Safety**

To maintain Health and Safety Procedures

## **Cruse Bereavement Care Person Specification**

### **Knowledge and Experience**

#### **Essential**

1. Experience of working (on a professional or voluntary basis) in a health or welfare environment, or one where there is a primary need to support or care for others;
2. Knowledge of the service and ex-service communities and the issues and concerns which may impact upon those communities;
3. Experience of project management and delivering projects in full and on time;
4. Experience of managing good relationships with a diverse range of customers, clients or stakeholders;
5. An understanding of the impact of bereavement;

#### **Desirable**

1. Knowledge and understanding of the ethos and values of the voluntary sector and of the implications of working with volunteers;
2. Experience of supporting individuals or groups who are anxious or in distress;
3. Experience of designing or delivering training or making presentations;

### **Skills**

#### **Essential**

1. Ability to work within a team both as a member and leader of a team;
2. Ability to network effectively and to enthuse and motivate others;
3. Excellent interpersonal skills, including the ability to effectively communicate with others;
4. Ability to be self-motivating, work autonomously and achieve set outcomes with minimal supervision;
5. Proficiency in using IT, including email and basic software packages, to communicate with others and present information clearly;
6. Excellent administrative skills and ability to keep accurate records;
7. Ability to prioritise work in a demanding environment, including excellent time-management skills;
8. Sensitivity to the differing needs of individuals in working within a diverse client and volunteer base;
9. Ability to cope well in an environment where bereavement issues are constantly under discussion.

**Desirable**

1. The skills necessary to deliver training or continuing professional development

**Other**

The post is funded by a Department of Health grant until 31<sup>st</sup> March 2011. The post will be based in Birmingham or Cruse Central Office in Richmond. The post will involve significant travel in order to meet the project outcomes. Some attendance at evening/weekend meetings/ conferences is expected in this role. This includes some travelling and overnight stays. Time off in lieu will be given to compensate.

The successful candidate will be subject to a Criminal Records Bureau check before appointment can be confirmed.

**April 2008**