

# Job description

<b>Job Title:</b>	<b>Project Officer</b>
<b>Location:</b>	Hybrid (TS1 5EF) Travel to support outreach delivery across Stockton / the Tees Valley.
<b>Managed by:</b>	Regional Manager (or delegated)
<b>Responsible for:</b>	Regional administrators / project staff (support for some regional administrators / project staff)
<b>Hours:</b>	21 hours a week
<b>Contract:</b>	Part time, Temporary till 31/03/2026 (with possibility of extension subject to funding)
<b>Salary:</b>	FTE: £24,518 (pro-rata £14,710.80)

## JOB DESCRIPTION

### Purpose of the Post

The Project Officer will be responsible for the day-to-day project management of our Stockton area service delivery, supporting the administration and direct delivery of services as stated in contract requirements, and provide bereavement support to clients. The Project Officer will work collaboratively as part of the local and regional team, supporting colleagues and work across the region, as and when required.

### Key responsibilities and duties

#### Service Delivery

- Ensure bereaved people receive good quality, timely, and appropriate support
- Have a good overview of current service delivery across the region (including 1:1's, Groups, UYBs and any other specialist services) – ensuring all are set up, and delivered in line with the Cruse client pathway, and policies and procedures
- Actively monitor branch waiting lists and client activity, through regular branch reporting. Consider ways to decrease waiting lists and adapt to new client demands
- Support with office cover and administrative tasks, as and when required.
- Respond to client referrals and client concerns, undertaking initial triage, assessment and signposting work, conducting initial and ongoing assessments by telephone, online or in person, and managing a caseload
- Support with the coordination of allocation processes to ensure client allocations are timely and appropriate

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

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- Organise and actively support the delivery of drop-in / specialist support sessions throughout the region
- Deal sensitively with telephone, post and email enquiries, screening and directing calls and emails in compliance with contractual requirements
- Complete initial client assessments and triaging, managing a client case load and facilitating group sessions
- Ensure prompt responses to safeguarding issues and complaints, adhering to Cruse policies and procedures, supporting others as one of the team's Safeguarding Officers
- Deliver presentations to a range of stakeholders to promote the work of Cruse and engage constructively with local partnerships and referral networks
- Support with monitoring project budgets and report to Hub Manager on contract performance.
- If contracts cease to continue, lead on the smooth handover to another contractor
- Ensure resources are in place to support initial contact (calls/emails/web forms), assessment, UYBO, allocations and evaluations. Some services delivered by staff, some by volunteers
- Ensure service provision promotes Equality, Diversity and Inclusion

### **Volunteer Engagement**

- Support the ongoing needs of volunteers, including local inductions
- Disseminate regular communications to volunteers / staff. Help to share and embed policy amendments or changes
- Ensure that all volunteer engagement supports and promotes Equality, Diversity and Inclusion

### **Team & Stakeholder Engagement**

- Work closely with the team to deliver services in line with funding arrangements and to ensure consistency of practice across the region
- Attend and present at internal or external meetings when required
- 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 in reporting and monitoring of services
- Experience in meeting deadlines and multi-tasking
- Support for embedding change in service delivery context
- Experience working with bereavement and/or bereaved people
- Direct work with clients / services users, 1-1 and in group settings

#### *Desirable*

- Bereavement / counselling or related relevant experience
- Assessing need and delivering bereavement support to bereaved people
- Supporting volunteer recruitment

### **Knowledge**

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*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
- Understanding of commissioning

**Skills**

*Essential*

- Competent IT skills including excel and use of organisational databases
- Ability to work within a team and calmly under pressure
- Ability to be self-motivating, work with limited supervision, prioritise work and deal with competing or conflicting demands/needs and interests in an organised and methodical manner
- Ability to work remotely
- Ability to attend in-person meetings and events when required
- Excellent interpersonal skills and communication skills
- Ability to inspire and motivate others
- Competent in Microsoft Office, and use of digital communication platforms, i.e. Zoom, Teams
- Draw people together to do things in a consistent way
- Support people through change effectively

*Desirable*

- Conflict resolution

**Personal attributes**

*Essential*

- Good written and verbal communicator
- Effective people manager
- 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