

# Job description

<b>Job Title:</b>	Project Coordinator
<b>Location:</b>	Remote with some in-person travel
<b>Managed by:</b>	Operations Project Coordinator
<b>Responsible for:</b>	Project Champions
<b>Hours:</b>	35 hours a week
<b>Contract:</b>	Fixed term contract until 31 March 2026
<b>Salary:</b>	FTE: £27,315

## JOB DESCRIPTION

### Purpose of the Post

The Project Coordinator will be responsible for working with Cruse in partnership with the Southern Gas Network (SGN) to support people experiencing a bereavement, with help and information to alleviate fuel poverty, enabling them to maintain a safe and warm home.

The Project Coordinator will work collaboratively across Cruse with our communications team, finance team, data team and service teams, to help extend the reach of these valuable services to bereaved people.

### Key responsibilities and duties

#### Service Delivery

- Increase knowledge of Cruse volunteers and staff to identify fuel poverty, carbon monoxide harm and the benefits of registering to the Priority Services Register (PSR).
- Ensure training, practical information, safeguarding information and signposting information is available to Cruse volunteers and staff on energy safeguarding services.
- Create opportunities at safe and warm drop-in sessions, support groups and community events to share and explain energy safeguarding information, enabling individuals to discuss their bereavement, connect with others and combat loneliness and isolation.
- Identify methods to provide bereaved people information on the benefits of the Priority Services Register and Carbon Monoxide safety with an option for bereaved people to receive a CO alarm.
- Implement the provision of crisis support by signposting bereaved people to energy vouchers and information through the National Energy Foundation and Citizens Advice Bureau.
- Facilitate the development and delivery of a range of relevant resources in accessible formats (digital and printed materials), and share them across Cruse's network of staff and volunteers.
- Help to raise awareness within the bereaved community of what to do if struggling with fuel debt and identify onward referrals for crisis support where needed.
- Work with the Cruse communications team to develop specific help and information for our website.
- Develop messaging through newsletters on how to keep people safe and warm in their home.
- Identify a dedicated project team who will provide training and support to the wider Cruse team.
- Report on quantitative and qualitative customer outcomes through feedback questionnaires.

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.

- Monitor and report on project KPI's such as keeping a record of how many clients we reach, how many clients are supported, how many clients we refer to further support, how many staff and volunteers are trained etc.
- Share regular partner updates with SGN on the project performance.

We may ask you to undertake other tasks in line with your level of responsibility.

## **PERSON SPECIFICATION**

### **Experience**

#### *Essential*

- Experience of project management
- Experience in delivering, reporting and monitoring of funded services
- Experience of delivering and embedding change within a service delivery context
- Experience working with bereavement and/or bereaved people
- Direct work with clients / services users, 1-1 and in group settings / community

### **Knowledge**

#### *Essential*

- Understanding of commissioning, and working with partners
- 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*

- Competent IT skills including excel and use of organisational databases
- 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
- Support people through change effectively

#### *Desirable*

- Conflict resolution

### **Personal attributes**

#### *Essential*

- Enthusiastic, friendly and approachable
- Ability to facilitate a virtual team of internal stakeholders
- Works collaboratively with colleagues
- Resilient and responds well to change
- Ability to function well in an environment where bereavement issues are constantly under discussion
- 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 southern region when required for internal/external meetings

**Education and Training**

*Essential*

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