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| **JOB VACANCY APPLICATION PACK** |

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| **Title: Community Engagement Officer (Bereavement and Dying)** |
| Location: Based in South Glasgow (offices in Hillington, Govan and Govanhill) |
| Salary: £22,000 - £25,000 (pro rata, total based on 37.5hrs per week) |
| Contract: Initial fixed term contract to April 2019. |
| Hours: 16-20 hrs (please indicate preference) mostly in normal working hours with some flexibility |
| Annual Leave: 36 days (including public holidays) pro rata |
| Line Manager: Director of Development Community Renewal/Co-Founder Caledonia Cremation |
| Queries: [john.halliday@communityrenewal.org.uk](mailto:john.halliday@communityrenewal.org.uk) 0773 876 0598 |
| Please submit to [john.halliday@communityrenewal.org.uk](mailto:john.halliday@communityrenewal.org.uk):   * CV * covering letter * names and contact details of two referees * length of notice period (for info only, not assessed) * current pay (for info only, not assessed) * equalities form (for info only, not assessed) |
| **Deadline: 30 April 2018** |

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| **Summary** |
| Community Renewal Trust have expertise in community engagement and reducing poverty. We have recently set up a social enterprise to tackle funeral poverty. We are now creating a new part time post to engage the South Glasgow community in some frank discussions about grief, bereavement and dying to help increase awareness and understanding around funeral poverty and how to avoid it.  You need community engagement/development expertise more than knowledge of funerals to do this role. Experience in marketing/communications will be a benefit. The new officer will:   * Organise “community conferences” relating to bereavement/dying; * Establish “death café” discussions (see: <http://deathcafe.com/>) in South Glasgow; * Liaise with advice providers across Glasgow; * Engage community members at groups/events to listen and provide information; * Identify and work with some new volunteers to support role; * Create social media content; * Develop/distribute promotional and informative materials in communities. |

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| **About Community Renewal** |
| Community Renewal Trust is a social enterprise (Scottish Charitable Incorporated Organisation number SC043684) with headquarters in Govan and operating in deprived communities across Scotland including Muirhouse, Craigmillar, Leith, Govanhill, Ardrossan, and Torry. Our aim is to lift neighbourhoods out of poverty. We listen to people about the issues they and their community face and helping them tackle these complex needs. We receive Big Lottery and People’s Health Trust grants and deliver public service contracts including ESF funding. We have around 35 staff and £1m turnover. We work holistically, taking a community development approach to health and employment support. More information is on our website: www.communityrenewal.org.uk |

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| **About Caledonia Cremation** |
| Funeral poverty remains a common experience for Scottish families. An average cremation cost £3,100 in 2014, a burial £3,600. Compare this to the maximum Social Fund Funeral Payment benefit grant available of £1,400. Someone responsible for a family member’s funeral who earns minimum wage would take 2-3 months to pay for a basic funeral if leaving nothing for themselves. This leaves the recently bereaved, especially those in poverty, needing either to somehow find the money to pay for the funeral they feel is appropriate or requesting only the most basic options. We know people often borrow from friends/family or pay day lenders.  Caledonia Cremation is the trading name of Affordable Cremations Scotland Community Interest Company is a newly incorporated social enterprise set up in May 2017 and launched in Feb 2018. The new company is wholly owned by the community engagement charity Community Renewal Trust.  The inspiration to launch Caledonia Cremation came when founder, Paul McColgan, experienced a traumatic death in his family. As the leader of an anti-poverty charity, he started investigating further, discovering that funeral costs have been increasing fast, and this was hitting Scottish families hard, pushing one in seven into debt. We believe that more choice, more flexibility and more advice will help bring down funeral costs for everyone, whether rich or poor.  Caledonia Cremation:   * Provides simple dignified caring direct cremations at an affordable cost of £995 * Provides advice to help families arrange other funeral services such as memorials, celebrations, flowers, celebrants, bereavement support * Provides support to claim Funeral Payment benefits * Provides additional support to bereaved families including advice * Reinvests any profits into the reduction of poverty and education around death/bereavement/funerals.   There are currently five members of staff at Caledonia Cremation and around twelve funerals per month, but this is growing. More information is found at www.caledoniacremation.org.uk |

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| **JOB DESCRIPTION** |

This new role will be to deliver an approach using community engagement/development methodologies (i.e. the approach of Community Renewal Trust) delivered with the aim of Caledonia Cremation supporting more deprived/grieving families in South Glasgow.

This Officer will grow awareness and understanding of funeral poverty and options among the Glasgow communities who can most benefit from Caledonia Cremation’s dignified but affordable funerals. It is important to note that we are not looking to persuade people into using direct cremation, only raise awareness of the problem and the options.

The Officer will also be expected to get involved in an ad hoc manner in some other aspects of Caledonia Cremation, but this will not involve any work involving deceased persons or funerals directly.

The role may involve some work outside normal working hours (9-5) and at weekends for events.

Other aspects of the development of Caledonia Cremation are part-funded by Scottish Government and European Social Fund Social Innovation Fund. This role is for a different aspect, Community Engagement in South Glasgow, so is not related to Scottish Government or ESF funding. The post is part-funded by Glasgow City Council Cooperative Development Fund.

**Organise “community conferences” relating to bereavement/dying**

The Officer will be responsible for running small “community conferences” to get communities talking about and informed about death, bereavement and dying. Three such events must be held before 31 March 2019. These are to be aimed at members of the public and intermediaries. Community conferences are about engagement, education and discussion rather than business networking so the scale, nature and approach to these events should reflect this.

**Establish new “death cafés”**

The Officer will be responsible for running a rolling programme of establishing new death cafes according to the social franchise model (see: <http://deathcafe.com/>). This includes identifying suitable venues, attracting participants, and running events. In order to make them more sustainable, these should be established in free/affordable venues with volunteers taking a role.

**Liaise with advice providers**

The Officer will liaise with advice providers in the city (such as GAIN/CABx, Credit Unions, Marie Curie, and Macmillan), health professionals (in GPs, hospitals and hospices), and community organisations with reach into disadvantaged groups or deprived neighbourhoods. By leaving tailored marketing (e.g. fliers) the work should have a more sustained impact.

**Liaise with health and finance providers**

The Officer will provide information and training to intermediaries working with poor families in advice agencies, health settings (GPs, hospices, hospitals) and financial institutions (e.g. credit unions).

**Volunteer development**

Death cafes and other aspects of engaging the community are best run by volunteers in the longer term. The Officer will identify, recruit, train and support new volunteers.

**Marketing, fundraising and development**

The Officer will support fundraising efforts run by the wider Caledonia Cremation team, including from donations, crowd funding, corporate relationships, and grants.

The Officer will be asked to assist the development of new social media channels relevant to their role. They will create social media content each month including posts, videos and photos (expected to be on Facebook - training may be provided if this is not a strength).

All communications (e.g. orally/email/social media) at all times must be done with care to well represent the interests of Community Renewal Trust and Caledonia Cremation. All communications (e.g. orally/email/social media) at all times must be done to reflect a dignified language around funerals/bereavement/dying/grief and a person-centred approach.

**Relationship management**

The Officer will need to work effectively with staff from both Community Renewal (e.g. the Roma support team in Govanhill, the South Glasgow Health Improvement project team) and Caledonia Cremation (e.g. our bereavement counsellor and funeral adviser). The Officer may be representing Community Renewal Trust or Caledonia Cremation to the public or to influencers and must manage relationships and communications carefully to avoid any reputational harm.

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| Person Specification - Skills & Abilities |  |
| Excellent communicator both orally in in writing | Essential |
| Excellent organisation and planning skills | Essential |
| Able to use own initiative and bring fresh ideas | Essential |
| Committed to social justice, diversity and equality | Essential |
| Confident in the use of IT | Essential |
| Excellent customer service standards in telephone and one to one contacts | Essential |

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| Experience (personal, volunteering or work based) |  |
| Experience in community engagement or development or similar role | Essential |
| Experience talking professionally about death, funerals, bereavement, dying | Desirable |
| Experience in any sort of customer service role | Desirable |
| Experience of marketing | Desirable |
| Experience making / following a social media content plan | Desirable |

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| Knowledge |  |
| Understanding of bereaved people’s funeral needs | Desirable |
| Understanding use of language and tone when talking about bereavement | Essential |
| Understanding of social enterprise and the third sector | Desirable |
| Knowledge of different areas of South Glasgow | Desirable |

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| Training and Qualifications |  |
| Degree or equivalent | Desirable |
| Community development / engagement | Desirable |
| Customer Service | Desirable |
| Marketing | Desirable |

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| Other |  |
| Full UK Driving Licence - endorsements will be checked | Desirable |
| Access to own car | Desirable |
| Willingness for disclosure check to be carried out before/during employment | Essential |

**Equal Opportunities Recruitment Monitoring Form**

**This form will be detached from your application form upon receipt and the selection panel will not have access to the information during the shortlisting or interviews.**

Affordable Cremations Scotland CIC is wishes to ensure equality of opportunity in our recruitment process. People seeking employment will not be refused on the grounds of gender, ethnic origin, colour, sexuality, disability, religion, appearance or HIV status.

To ensure that this policy is effective, we monitor our Job Applicants according to the categories below. Completion of this form is voluntary, but it does help us provide a better service if this information is given. Thank you.

**THE INFORMATION YOU GIVE ON THIS FORM WILL BE CONFIDENTIAL TO COMMUNITY RENEWAL AND USED FOR MONITORING PURPOSES ONLY.**

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| **Name:** | |  | | | | | | |  | **Vacancy** | |  | | | | | |  |
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| ***I define my gender as:*** | | | | Female | | | Male  Other | | | | | |
| ***I define my ethnic group as:*** | | | | | | | | | | | | | | | | | | | |  |
| **White** | | | | | | | **Asian / Asian British** | | | | | | | | |  | | | |  |
|  | British | | | |  | |  | | Indian | | | | | |  | | | | |  |
|  | Irish | | | |  | |  | | Pakistani | | | | | |  | | | | |  |
|  | Gypsy or Irish Traveller | | | |  | |  | | Bangladeshi | | | | | |  | | | | |  |
|  | **Other:** | |  | |  | |  | | Kashmiri | | | | | |  | | | | |  |
|  | | | | | | | | | Chinese | | | | | |  | | | | |  |
| **Mixed / Multiple Ethnic Groups** | | | | | | |  | | **Other:** | |  | | | |  | | | | |  |
|  | White and Black Caribbean | | | |  | |  |  | | | | | | | | | | | |  |
|  | White and Black African | | | |  | | **Black / African / Caribbean / Black British** | | | | | | | | | | | | |  |
|  | White and Asian | | | |  | |  | | Caribbean | | | | | |  | | | | |  |
|  | **Other:** | |  | |  | |  | | African | | | | | |  | | | | |  |
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| **Other Ethnic Group (please specify):** | | | | | |  | | | | | | | | |  | |

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| ***I define my religious belief as:*** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  |
|  | No religion / belief | | | | | | | |  | | | | | | | | Hindu | | | | | | | |  | | | | | |  |
|  | Buddhist | | | | | | | |  | | | | | | | | Muslim | | | | | | | |  | | | | | |  |
|  | Christian | | | | | | | |  | | | | | | | | Jewish | | | | | | | |  | | | | | |  |
|  | (including Church of England,  Catholic, Protestant and all other  Christian denominations) | | | | | | | | | | | | | | | | Sikh | | | | | | | |  | | | | | |  |
|  | **Other:** | |  | | | | | | |  | | | | |  |
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| ***I define my sexuality as:*** | | | | | | Lesbian/Gay | | | | | | | | | | | | Bisexual | | | | Heterosexual | | | | | | | | |  |
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| ***Do you define yourself as having a disability?*** | | | | | | | No | | | | Yes | | | | | | | If yes, please  give details: | | |  | | | | | | |  | | | |
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| ***Age:*** | | | 30 or Under | | | | | 31 – 40 | | | | | | | | | 41 – 50 | | | | | | 51 + | | | | | | | |  |
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| ***Status at time of application*** | | | | Employed | | | | | | | | | Self employed | | | | | | | Unemployed | | | | | | |  | | | | | |  |
| **Other:** | |  | | | | | | | | | |  | |  |
| ***Where did you see the advertisement for this vacancy?*** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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If you would like this application form to be supplied in large print, Braille or disc format, please telephone Helen Barrie (0141 237 4457) who will arrange this.