



**Royal Star
& Garter**

Care with courage



Bereavement Project Manager

Candidate information pack





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Welcome to Royal Star & Garter

I joined the charity in February 2022, and I am constantly humbled by the extraordinary courage that our residents show on a daily basis. They join us once they feel they are no longer able to manage living independently and we then have the privilege of ensuring they can live life to the full. The teams in our three Homes are nothing short of exceptional creating magical moments every day, while colleagues in Central Services provide unrivalled support.

We are looking for an organised and enthusiastic Bereavement Project Manager to join our Team to design, manage and support our new bereavement support journey. Your role involves managing the project which will provide compassionate care, resources, and assistance to residents' families who are dealing with loss. You will collaborate with various stakeholders, including staff, families, residents, volunteers, healthcare professionals, and external organisations, to ensure the effective delivery of bereavement support initiatives.

We are also looking for someone who shares our values and wants to work as part of a team. This role is hybrid working so your ability to work independently to achieve agreed goals and outcomes is also key. We would expect this person to be able to make visits to our Homes in Surbiton, Solihull and High Wycombe to engage with families who have been bereaved. If this is you, then we look forward to receiving your application. Thank you for your interest.

Kelda Fasasi
Head of Care Projects

The role at a glance

Title: Bereavement Project Manager

Location: Remote/ Hybrid working 3 days per week. Occasional visits to our Homes in Surbiton, Solihull and High Wycombe.

Reports to: Head of Care Projects

Hours: 21 hours per week

Two year fixed term contract

Salary: £30,000 PA

Closing date: 20th May 2024

Job description

As Bereavement Project Manager, you will oversee and coordinate the implementation of our new bereavement support programme and services. Your role involves managing the project which will provide compassionate care, resources, and assistance to residents families who are dealing with loss. You will collaborate with various stakeholders, including staff, families, residents, volunteers, healthcare professionals, and external organisations, to ensure the effective delivery of bereavement support initiatives.

Project planning & management

- Develop comprehensive project plans outlining objectives, timelines, resources, and milestones for bereavement support initiatives.
- Coordinate project activities, ensuring adherence to timelines and budget constraints, deliver the project within specified budget.
- Monitor project progress, identify potential risks or obstacles, and implement corrective measures as necessary.
- Maintain effective communication with team members and stakeholders including the Fundraising Team to facilitate project coordination and collaboration.
- To set up quarterly project meetings with key stakeholders which should include families.

Resource Management

- To develop and implement a robust communications plan to raise awareness of the project and keep stakeholders informed.
- Manage resources, including personnel, materials, and finances, to support the delivery of bereavement support services.
- Train, support, and supervise staff and volunteers involved in providing grief support services.
- Ensure the appropriate allocation and utilisation of resources to maximize the impact of bereavement support initiatives.



Job description - continued

Programme Development

- Identify risks to the achievement of project outcomes and agree mitigation strategies with line manager.
- Collaborate with subject matter experts to design and develop bereavement support tailored to the needs of our residents families.
- Research best practices and evidence-based interventions in grief support to inform programme development and implementation.
- Identify and establish partnerships with relevant organisations and professionals to enhance programme effectiveness and reach.

Evaluation and Reporting

- Develop evaluation frameworks to assess the effectiveness and outcomes of the programme.
- Collect and analyse data to measure impact and identify areas for improvement.
- Prepare regular reports and presentations for internal and external stakeholders, highlighting achievements, challenges, and recommendations for future initiatives.

Engagement

- To work in partnership with our Homes to develop effective strategies to ensure equitable provision for families experiencing bereavement
- Foster relationships with community stakeholders, including specialist charities, hospices, healthcare providers and faith-based organisations to promote awareness of available bereavement support.
- Organise outreach events, workshops, and educational sessions to raise awareness about grief and loss and reduce stigma surrounding bereavement.

To apply

Send your CV and a covering letter (no more than 2 sides) outlining how you meet the person specification (including any paid or voluntary experience that you think might be relevant) and what you will bring to the role to

Kelda.Fasasi@starandgarter.org

Person specification

Knowledge and experience:

- Previous experience in a similar role.
- Working within the field of older people / community / care homes.
- Knowledge of grief counselling / support principles, bereavement support interventions, and trauma-informed care approaches.
- Experience of social and digital media tools.

Skills:

- Excellent communication (verbal and written) and presentation skills.
- Ability to prepare and produce reports and plans.
- Monitoring, evaluation and quality management experience, in particular with regard to learning outcomes and the impact and effectiveness of support and service delivery.
- Experience of working in the field of peer and group support.
- Ability to develop and maintain good professional relationships within the organisation and with a wide range of partners and bereaved.
- Sensitivity to cultural, ethnic, and religious diversity in addressing bereavement needs.
- Minimum of three years' experience of planning, preparing and delivering a project/services in a community-based service, public sector or voluntary/charitable organisation, preferably within the field of bereavement.
- Ability to prioritise, work under pressure and meet deadlines.
- Ability to work with minimum supervision and to achieve significant outcomes in this context.
- Proficiency in Microsoft Office Suite and project management tools.
- Experience of working or coping with potentially stressful and distressing situations and the ability to deal sensitively with those bereaved and volunteers.
- Motivated and enthusiastic attitude to work.





Person specification - continued

Other:

- The ability to travel and work remotely, including the location of our Homes in Surbiton, High Wycombe and occasionally Solihull.
- Be willing to work flexibly including occasional evenings and weekends.

Personal characteristics should include:

- Enthusiasm and passion for our work and a commitment to our values.
- A self-starter with energy, who motivates with enthusiasm.
- Sets high performance standards for oneself and others.
- A positive attitude.
- Reliable, professional manner; flexible and calm under pressure.

We reserve the right to update and amend this job description to ensure it accurately reflects the role.

This will be agreed in consultation with the job holder.



Conditions of employment

Any offer of employment made will be subject to the following conditions:

- Satisfactory references covering the last 5 years including one from your current or most recent employer
- A pre-employment medical questionnaire
- Enhanced DBS Disclosure
- Proof of the Right to Work in the UK

Our values



With love



We carry out our work with love, care and compassion.

Living positively



We are optimistic in everything we do, supporting veterans and their partners in leading happy, fulfilled lives.

As a family



We work and live as one team, one family, one community.

Standing in their shoes



We show admiration and respect for people and never forget what they have done.

Take courage



We are not afraid to do what is right and what is needed.

Offer



Although we are a charity we offer a generous package

- Salary of £30,000
- 21 hours per week
- 25 days holiday per annum plus bank holidays
- Employer Pension Contribution of 7.5% with matching Employee contribution of 5%
- Life insurance of 3 x salary (until age 70)
- 2 months full occupational sick pay, 1 month half pay before statutory sick pay
- Access to appropriate professional bodies and payment of relevant membership fees after 6 months of employment
- Learning and development – opportunities to support you in your role

About us



Our mission

Royal Star & Garter was founded in 1916 to care for the severely injured young men returning from the battlegrounds of the First World War. Today, our mission is to provide an outstanding range of quality care and therapies to veterans and their partners living with disability or dementia.

Our care

We provide loving care for veterans and their partners who live with disability or dementia in three state-of-the-art Homes, ensuring they are respected as individuals. We meet their needs in an appropriate, personalised and compassionate way and this is supported by highly skilled and motivated staff. We constantly evolve our services and innovate our care to meet present and future need and this now includes younger veterans, a day care service and plans for an outreach project.

About us



Our future

Today, we run three Homes where we deliver an unparalleled level of specialist nursing care for veterans and their partners, including award-winning dementia care. We are developing our services to provide day care across all three Homes, an outreach service and care for younger veterans.

Our knowledge

We have over 100 years' experience in providing pioneering nursing and therapeutic care to veterans living with disability and dementia. We are committed to sharing our knowledge and skills with other organisations to promote better care for all veterans and older people. We partner with health care, military and academic organisations for the benefit of our local communities.

Sharing our experience

We are passionate about innovation in our care to improve the lives of veterans and their partners and we are ideally placed to provide training. Our Homes offer military nursing student training and placements to Nursing Associate Trainees as part of an NHS pilot scheme.

Surbiton

With its stunning foyer and relaxed, spacious lounges, our Surbiton Home offers a warm, friendly welcome. Highly trained staff provide specialist nursing and dementia care in comfortable surroundings, where the focus is always on the individual.



High Wycombe

Our High Wycombe Home is our newest and has been designed for the comfort and well-being of our residents. Specialist nursing and dementia care is offered in a relaxed, homely environment, where residents can enjoy the many activities, share their day with friends or enjoy time in the spacious lounges and landscaped gardens.



Solihull

Our Solihull Home offers a warm welcome to residents and their families. The Home is rated 'Outstanding' by the Care Quality Commission in all five areas and staff provide specialist dementia and nursing care tailored to the needs and wishes of each individual. Every aspect of the Home has been designed with our residents' wellbeing in mind.

