



**Wellbeing & Bereavement Support Coordinator
Application Pack
September 2022**



A message from Kevin Vaughan, Chief Executive Officer



Dear Applicant,

Thank you for your interest in the post of Wellbeing and Bereavement Support Coordinator at The Pear Tree Fund.

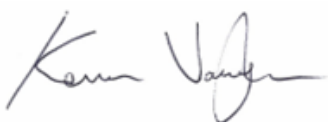
This is an exciting opportunity to join the charity at a time of innovation, change and transformation. We are experiencing a period of significant growth and development of our services and support. We are beginning work to develop a renewed vision, mission and values and organisational strategy. Delivering local high quality responsive person-centred wellbeing and bereavement support to the rural communities of North-East Suffolk and neighbouring parts of Mid-Suffolk and South Norfolk when they need it most, will form a central part our strategy in the coming years.

With the impact of the pandemic and the escalating cost of living crisis, the need for local support close to home is becoming evermore critical and demand for our services is growing. This new post will help us to further embed our holistic support model in practice and play a key role in developing new innovative wellbeing activities and peer support groups at the Pear Tree Centre and in the community.

The charity has a small resourceful, friendly and committed staff team supported ably by a dedicated group of fantastic volunteers, without whom we could not deliver our services. This post will help us to enhance and develop the volunteer experience and increase numbers.

I wish you the best of luck with your application.

Best regards,



Kevin Vaughan



About The Pear Tree Fund

We provide holistic wellbeing and bereavement support and information and advice to people with life-changing illnesses and long-term health conditions and their families and carers, living in East Suffolk and neighbouring parts of Mid-Suffolk and South Norfolk. We also provide care and practical, physical and emotional support to people at end of life.

Our history

The Pear Tree Fund is a registered charity, first established in 1989 as Halesworth Community Nursing Care Fund, after two community nurses heard about a young man who was in danger of being admitted into hospital to die, against his and his family's wishes, as he was unable to get the funding he needed to remain at home. The nurses, Jane Edwards and Nikki Sawkins, pledged to do whatever they could to stop this from happening again and started raising funds to allow people to die at home if they wished to. They were joined a year later by a third nurse, Barbara Kell.

The Charity they established provided extra nursing care and access to specialist equipment for terminally ill patients of Cutlers Hill Surgery in Halesworth. It filled in the gaps and complements, but not replaces, statutory service provision allowing people at the end of their lives to die peacefully and with dignity in their own homes surrounded by friends and families. We continue to offer this care and practical, physical, and emotional support to people at end of life.

Ten years ago, the nurses and local GP Dr. Richard Kell identified a need for information, advice, and holistic support that could be delivered locally for people with a wide range of life-changing illnesses and long-term health conditions and their families and carers. They developed a vision for an information and support centre serving rural communities within a 15–20-mile radius, who otherwise had to travel 30 miles (2 hour round trip) to access similar provision. Dr Kell was diagnosed with Motor Neurone Disease and died before the centre was completed. The centre garden is named in memory of him. Following successful funding campaign, the Pear Tree Centre opened in February 2020. Completed at a cost of £892,000, it serves a population of approximately 100,000 people.

Dee's Den is our charity shop located in Steeple End, Halesworth. It is run by an amazing group of volunteers who give up their time to help and who, since 2013, have been raising over £20-30,000 a year to help provide support to people at end of life and towards the running costs of our centre.

The Pear Tree Fund in 2022

We offer an increasingly wide range of holistic support from our tranquil and welcoming base at the Pear Tree Centre, a rural health and wellbeing hub, in the heart of Halesworth, a small market town in rural East Suffolk. Working closely with the voluntary sector, community groups and partner charities, we can put the right help in place to meet each individual's and family's needs. We pride ourselves on walking alongside people, offering local support when they need it most.

The Pear Tree Fund has 7 staff, 6 of whom are part-time, and over 40 volunteers. Support is delivered at the Pear Tree Centre, in the home and at outreach locations across our geographical area of benefit. We launched a home visiting service this year for those unable to physically access the centre or who felt too anxious to travel to us. Outreach sessions, led by staff and supported by volunteers, were also introduced, both additions designed to improve access to our support across local rural communities

We work to a whole-family approach which focuses on people's strengths, seeks to promote development of self-care skills, supports independent living and builds personal resilience. Accessible via drop-in or appointment, we triage and assess through person-centred 'What Matters to You' conversations, focused on building trust and rapport, helping people to identify individual and/or family goals to achieve desired change.

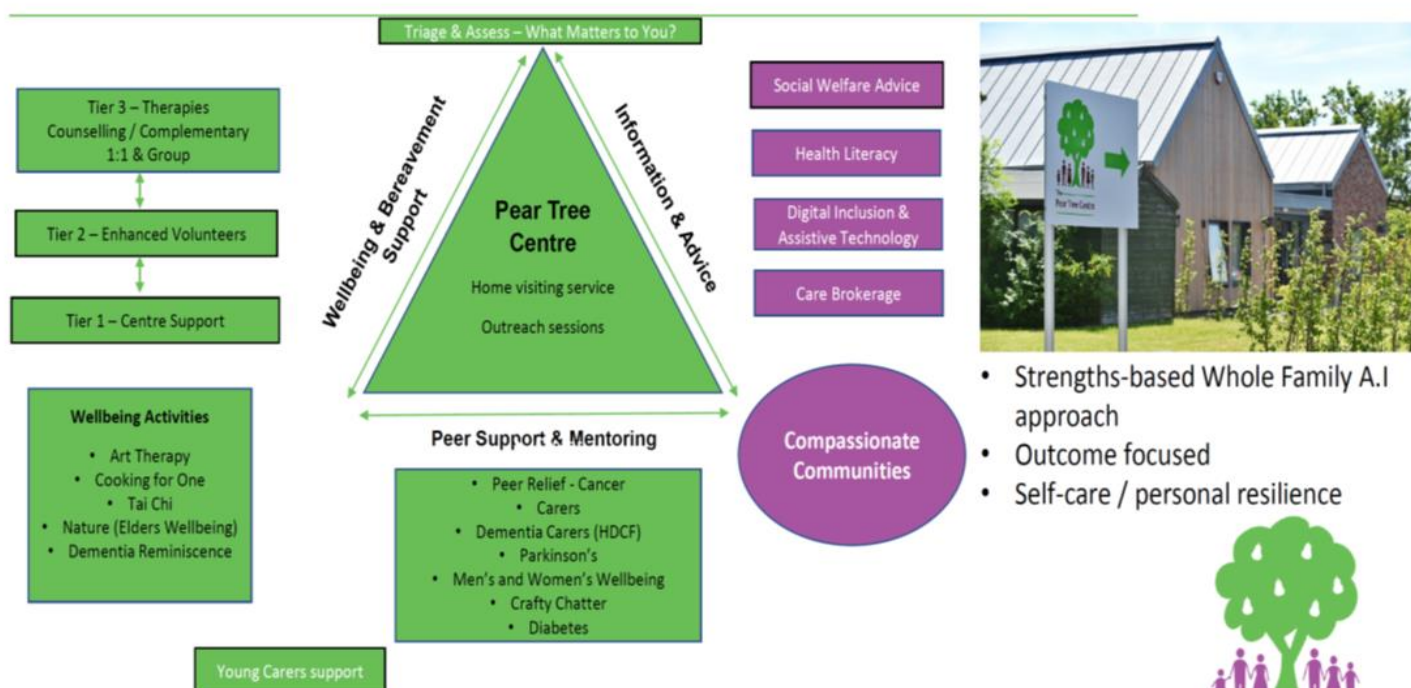
We operate an innovative three-tier step-up/step-down wellbeing and bereavement support model which is responsive to need, drawing on a mix of expertise from staff, volunteers and qualified therapists, who provide counselling and complementary therapies.

A growing range of group wellbeing activities are being offered, including Carers and Mental Wellbeing Art Therapy; Cooking for One (for those who've experienced a bereavement); Tai Chi and Dementia Reminiscence sessions. We have formed a close partnership with a local forest school to offer an innovative 'Elders Wellbeing in the Woods' programme.

Responding to emerging needs from the pandemic, the charity has rapidly developed its peer support offer to help foster and nurture social connection, aid people in developing personal networks and in building resilience, combatting loneliness and social isolation. Men's and Women's Wellbeing Groups, a Cancer Group and Crafty Chatter were established in 2022, building on a range of existing in-house and external groups. Diabetes and Stroke groups are in the planning stages after local need was identified.

Information and advice, including a full social welfare advice service (e.g., rights and entitlements, benefits, housing) is provided. We support people to become both health and digitally literate, supporting people to understand how to live well with a diagnosis and safely navigate the information highway.

Pear Tree Centre Holistic Support Model





Information about working for the Pear Tree Fund

Job title	Wellbeing and Bereavement Support Coordinator
Hours	35 hours a week worked over 5 days
Contract	Permanent
Probationary Period	6 months
Salary	£22,168 per annum (NJC Scale 5, Point 12, 2020) Salary is paid in 12 equal instalments on the 25th of each month directly into your bank account and covers work carried out in the calendar month.
Base	The Pear Tree Centre, Bungay Road, Halesworth, Suffolk, IP19 8SG
Annual leave entitlement	22 days plus bank holidays
Pension Scheme	5% employer contribution after 3 months in post
DBS check required	Standard check
Closing date	Monday 26 th September 2022, 10am
Interview date	Thursday 29 th September 2022

Travelling Requirements for Your Role

- You must either hold a full and current driving licence and have access to personal transport or meet the mobility requirements of the role through other reasonable and suitable means.



- Any mileage undertaken on behalf of The Pear Tree Fund will be paid in accordance with our Expenses Policy and within Her Majesty's Revenue and Customs guidelines.
- If you require a reasonable adjustment due to a disability to meet the travel requirements of this role, please state this in your application.
- If you use your own vehicle for the purposes of work, you must ensure that your insurance policy covers this.

Equal Opportunities

- The Pear Tree Fund is an equal opportunities employer and actively promotes equality of opportunity and welcomes applications from diverse candidates from all sections of the community with the right mix of potential, skills and talent.
- The Pear Tree Fund is a 'Disability Confident' employer and will offer an interview to any applicant who declares they have a disability, if the person meets the minimum criteria for the job, as defined in the person specification.
- We ask you to complete a monitoring form to help us monitor the diversity of applicants. It will be separated from your application form and will not be used to inform decision-making in offering the position to any candidate.
- The gender identity, disability, marital status, ethnic origin, age, pregnancy status, religion or belief, or sexual orientation of an applicant or employee does not affect the employment opportunity, except where permitted by legislation.
- The Pear Tree Fund seeks to ensure that all employees are selected, trained and promoted on the basis of ability, the requirements of the post and other similar and objective criteria.

Rights to Work in the UK (RTW)

The Recruiting Manager will need to see the original documents providing proof of your right to work in the UK.

- UK Passport / Full UK Birth Certificate / Drivers Licence / Utilities Bill (proof of address)
- Current EU/EAA/Swiss Citizen Passport
- EU/EAA/Swiss Citizen Visa
- EUSS Permanent Status or Pre-Status Share Code
- Home Office Certificate

Applicants invited to interview are asked to bring these documents with them, so we can verify the hard copies to confirm your right to work in the UK.

Safeguarding and DBS Requirements for Your Role



The Pear Tree Fund is committed to safeguarding and promoting the welfare of children, young people and adults at risk and expects all staff and volunteers to share this commitment. DBS checks or police vetting will be required for relevant posts.

Disclosure and Barring Service (DBS) Checks:

- This post meets the eligibility for an enhanced check without a barred list check.
- Employment can commence once the check has been satisfactorily completed.
- If you have a conviction on your DBS check, an assessment of the relevance and impact of the conviction in relation to the post will be done to determine if the job offer can be confirmed.
- It is a serious criminal offence to knowingly apply for posts when you have been barred from working with children/young people and/or vulnerable adults.
- As this post involves working either with vulnerable adults or children and young people, Warner or Safer Care motivational type questions may be asked during the interview process.
- These questions are asked to establish your suitability to work with vulnerable groups by understanding your attitude, behaviour and responses to situations.
- The questions will relate to your motivation for working with vulnerable groups, your ability to build relationships and your resilience when working with such groups and may also explore your attitude to the use of authority.
- If you feel you would find these questions about yourself difficult to respond to then you may wish to reflect upon your suitability for the post.

Disclosure

- The Pear Tree Fund encourages all candidates called for interview to provide details of their criminal record at an early stage in the application process. This information can be sent under separate, confidential cover to kevin.vaughan@peartreefund.org
- The Pear Tree Fund guarantees that this information will only be seen by those who need to see it as part of the recruitment process.
- Unless the nature of the position allows The Pear Tree Fund to ask questions about your entire criminal record only questions about "unspent" convictions as defined in the Rehabilitation of Offenders Act 1974 will be asked.
- The Pear Tree Fund will ensure that every subject of a DBS Disclosure is aware of the existence of the DBS Code of Practice and make a copy available on request.
- The Pear Tree Fund undertakes to discuss any matter revealed in a Disclosure with the person seeking the position before withdrawing a conditional offer of employment.
- Having a criminal record will not necessarily bar you from working with The Pear Tree Fund. This will depend on the nature of the position and the circumstances and background of the offences.

Qualifications

- We will need to see the original copies of your qualifications. If invited to interview, please bring your qualifications with you and we will verify the hard copy documents
- Note that failure to produce documentary evidence of qualifications or undertake required courses/training may result in the termination of your employment.



- If a post requires you to take training or additional qualifications then, by accepting this post, you are agreeing to do the training or take the qualification.

References

- If appointed, we will ask you for two references which cover your past 3 years of employment, one of which must be your current/most recent employer.

Data Protection

- The Pear Tree Fund is required by law to comply with the UK Data Protection Act 2018.
- We will collect and process the personal data that you provide on the application form and any other supporting documentation you submit, in order to administer the recruitment process for the vacant post.
- Personal information supplied by people using our services must not be disclosed to others unless you are authorised to do so.
- Employees have an important role to play in ensuring that personal information is processed lawfully and fairly.
- It is each individual employee's responsibility to handle all personal information properly no matter how it is collected, recorded, and used, whether on paper, in a computer, or on other material.

Application Process

You must demonstrate that you meet the competencies; experience, knowledge, skills, qualifications and attributes, that are required for this role (see job description and person specification below for essential and desirable requirements)

You must complete and submit an application form, which can be downloaded alongside this application pack detailing, in the personal statement section, how you meet the criteria.

For further information about this vacancy, please contact: Kevin Vaughan, Chief Executive Officer, by email kevin.vaughan@peartreefund.org or phone 07425 664615 / 01986 899655 (please leave a message with your name and number if your call is not answered and you will be contacted as soon as possible).

Please return completed applications by email to: info@peartreefund.org or post to:

Kevin Vaughan, Chief Executive Officer, The Pear Tree Fund, Pear Tree Centre, Bungay Road, Halesworth, Suffolk, IP19 8SG.

Applications will **only be accepted** by submitting The Pear Tree Fund application form. Please do not attach CVs or enclose copies of references.

Thank you for your interest in this post and in working for The Pear Tree Fund. We look forward to receiving your completed application.



Job Description

Job Title	Wellbeing and Bereavement Support Coordinator
Reporting to	Centre and Operations Manager
Accountable to	Chief Executive Officer
Direct Reports	Volunteers
Indirect Reports	None
Working hours	35 hours a week
Base	The Pear Tree Centre, Bungay Road, Halesworth, Suffolk, IP19 8SG
Key relationships	<ul style="list-style-type: none"> • Clients and volunteers of The Pear Tree Fund • Centre and Operations Manager, Information and Advice Coordinator, Support Assistant • Chief Executive and Finance Manager • Peer Support Group organisers and members • Partner organisation staff and volunteers • Community Groups • NHS and Social Care professionals and organisations • Local Councils

Main Purpose of the Role

- 1) To coordinate the delivery of wellbeing and bereavement care for people accessing support from The Pear Tree Fund, including individual and family support, wellbeing activities and peer mentoring and support groups.
- 2) As a practitioner, providing person-centred tailored support, undertaking holistic assessments and reviews, managing a caseload of clients and delivering evidence-based interventions that support positive wellbeing.
- 3) To coordinate and support the development of volunteering at The Pear Tree Fund, including the recruitment, training, induction, deployment, supervision and development of volunteers.



Key responsibilities and duties

1. Individual & Family Support

- Provide person-centred support to clients at the Pear Tree Centre (PTC), at the client's home or at an outreach venue, utilising a range of tools, assessment, and outcomes frameworks.
- To undertake holistic assessments and reviews, co-designing Health and Wellbeing Support Plans with individual clients, helping them identify individual and/or family goals to achieve desired change.
- Manage a caseload of clients, providing flexible and responsive support tailored to the needs of the individual, promoting positive wellbeing and social inclusion.
- Design, deliver and evaluate evidence-based client interventions which aim to improve physical and mental wellbeing, build on existing strengths and increase levels of resilience, confidence and self-care.
- Triage incoming referrals and contacts via telephone, email, online and in-person as part of the PTC team.
- Keep accurate detailed records of client interactions and interventions, ensuring timely recording, evidencing change, and collecting data with various tools to evaluate the effectiveness of interventions.

2. Group Support

- Coordinate the delivery of wellbeing activities and peer support groups offered by The Pear Tree Fund (PTF), liaising with internal and external stakeholders on scheduling and logistics, referrals and recruitment and communications and marketing.
- Assist in the direct facilitation and delivery of wellbeing activities and support groups at the Pear Tree Centre and in the community.
- Support the design, development and implementation of new wellbeing activities and groups
- Recruit, train and supervise volunteer group and activity facilitators and instructors.

3. Volunteer Coordination

- Lead and coordinate the recruitment, selection, induction and ongoing supervision and training of volunteers, ensuring numbers are sufficient to support operational service delivery.
- Act as a point of contact for all volunteers, getting to know them, what motivates them, communicating with them, helping volunteers feel connected and supported and gathering feedback.
- Support the development opportunities for volunteers, helping them move into new roles as their own needs and the needs of the organisation change.
- Support and organise effective learning and skills development for volunteers
- Support best practice in volunteer coordination, including onboarding, induction, and supervision – signposting to resources such as volunteer handbooks, and policies and procedures, including safeguarding.
- Support the implementation of the PTF Volunteer Strategy and Policy: building capacity, broadening volunteer engagement and geographical reach, and assisting in developing a



strong culture of volunteering across the organisation by developing, retaining, and inspiring volunteers.

4. Other

- Act as Operational Lead at the Pear Tree Centre in the absence of the Centre and Operations Manager or member of the PTF Management Team.

All members of the Pear Tree Centre team are expected to:

- Assist in the day-to-day running of the Pear Tree Centre, including:
 - The opening and closing of the Centre and to be a keyholder.
 - Support with daily and ongoing maintenance tasks in the running of the Centre.
 - Assist in setting up spaces in the Centre for activities, groups, and events.
- Provide written case studies as evidence of the effectiveness of individual interventions.
- To involve clients in the co-production of their own support, activities, services and programmes.
- Work collaboratively and in partnership with a range of organisations, including the NHS, social care / local councils and other charities and professionals, to meet the needs of those accessing our support.
- Work to a person-centred, strength-based and outcomes-focused approach with the people accessing our support at the centre of everything we do.

All PTF staff are expected to:

- Ensure that information is collected, processed, and stored lawfully to information governance best practice standards and complies with the requirements of the Data Protection Act 2018 and other legislation.
- Work to all PTF policies and procedures, including:
 - Adhering to safeguarding, confidentiality and health and safety
 - Maintaining professional boundaries when working with those accessing PTF services, professionals, volunteers and staff.
- Promoting equal opportunities and respecting diversity within all aspects of their work.
- To promote, monitor and maintain health safety and security in the working environment
- To work as part of a team and attend team meetings, training events and participate fully in one to one, peer and group supervision,
- Undertake training and continuous professional development opportunities appropriate to their role and seek to improve personal performance, contribution, knowledge and skills of self and team.
- Build effective working relationships with a wide range of partners and stakeholders.
- Undertake additional duties, as reasonably requested, by the line manager and/or Chief Executive.

Person Specification

(E) Essential / (D) Desirable

Qualifications

Level 2 literacy and numeracy qualification	E
Educated to 'A Level' (Level 3) standard or equivalent	E
A Level 3 or above health, social care, counselling or other relevant professional or academic qualification (or willingness to work towards) or equivalent experience	D

Experience

Experience of undertaking holistic assessments and providing structured empowering support aimed at improving health, recovery and wellbeing outcomes	E
Experience of working with people who have long-term health conditions and/or life-changing illness (vulnerable groups) and/or their families and carers	E
Experience of coordinating activities, services or support	E
Experience working to the requirements of the Data Protection Act 2018, handling confidential and sensitive information.,	E
Experience of working with people who have experienced a bereavement	D
Two years' experience of caseload management	D
Experience of recruiting, inducting, training, supervising, motivating, and developing volunteers to deliver a high-quality service for beneficiaries	D
Experience of working with, managing, and setting up groups and delivering group-based support	D
Experience of working with people from different backgrounds and/or cultures and abilities	D
Experience of working with outcomes-focused/person-centred tools and frameworks	D
Experience of using and recording on electronic case /client management systems (CRM)	D
Lived experience of disability and illness (individually or family and friends)	D

Knowledge and Skills

Active listening skills and ability to empathise with beneficiaries and volunteers	E
Assessment and problem-solving skills, ability to analyse and devise solutions in response to needs of beneficiaries	E
Knowledge and understanding of long-term health conditions and life-changing illness (physical and mental)	E
Ability to personally manage a sensitive, and potentially emotionally distressing, caseload	E
Knowledge of safeguarding legislation and practice	E
Knowledge of data protection, confidentiality and handling sensitive information	E
Strong understanding of professional boundaries	E
Excellent interpersonal, influencing, and oral and written communication skills e.g., volunteer liaison, recording factual notes or case studies, recording group activity	E



Good IT Skills (e.g., Windows, Microsoft Office, use of online cloud-based software)	E
Knowledge of local area, community, healthcare provision and support services	D
Knowledge of evidence-based wellbeing and bereavement support interventions	D
Knowledge of current best practice in volunteer coordination and management	D

Attributes

Professional and person-centred approach e.g., acting with integrity	E
Self-motivated, enthusiastic and reliable, adopting flexible and adaptable approach	E
Ability to work empathetically and effectively across diverse populations	E
Proven ability to work well with others in a team environment, encourages collaboration, positive thinking, team spirit and good morale	E
Able to handle sensitive and confidential information with discretion and diplomacy	E
Commitment to continuous professional development (training opportunities)	E
Able to work independently, show initiative and problem solve	E
Highly organised, able to work independently, show initiative, problem solve and able to prioritise and meet competing deadlines	E

Other

Flexible approach to working hours and days (ability to work some evenings and/or weekend hours to support events)	E
Ability to travel across area of benefit (north East Suffolk and neighbouring parts of Mid-Suffolk and South Norfolk) in a cost and time effective manner to meet beneficiaries or attend events.	E

