



SUPPORT SCOTS FACING  
FUNERAL POVERTY

SUPPORT CALEDONIA FUNERAL AID

## Job Description

<b>Job Title</b>	Funeral Poverty Adviser and Funeral Arranger
<b>Location</b>	Working from home. Occasional work co-locating in partner funeral director offices. Occasional attendance at central belt meetings/events.
<b>Salary banding</b>	£23,000-£28,000 (pro rata) depending on experience. Plus pension contribution.
<b>Other Benefits</b>	36 days annual leave. Free Access to Health Assured Employee Assistance Programme and Health Portal.
<b>FTE hours</b>	Part time hours to be negotiated likely 14-27 hours
This role may be suitable for someone with a background in funeral arranging, funeral advice, bereavement support or a funeral directors. However, it is also open to people with more limited funerals knowledge but who have the right skills and approach. It is ideal for someone who wants to see significant change in the experience of bereaved families in Scotland around funerals.	

### INTRODUCING CALEDONIA FUNERAL AID CIC

Caledonia Funeral Aid CIC is a social enterprise and part of the anti-poverty charity Community Renewal Trust. Our vision is for a Scotland where everyone can afford a dignified funeral, personal to their needs. Currently we know thousands of bereaved Scottish families fall into deep funeral poverty which adds to their trauma and suffering at the worst possible time.

The biggest aspect of our work is to act as a funeral directors, offering simple dignified caring direct cremations with high-quality service and an affordable price. Our funeral director service is called Caledonia Cremation and works with over 150 families per year from all over Scotland to arrange a funeral and provide wrap around practical and emotional support. This is done primarily as a telephone service and involves us collaborating with partner funeral directors and crematoria.

Caledonia Funeral Aid CIC also provides advice on funeral practicalities, funerals costs and the emotional toll of a funeral through a support helpline, online resources and community events for people who have recently experienced bereavement. Increasingly we are also seeking to provide community workshops, events and meetings for people who may in future face funeral poverty to seek to reduce this. We are hoping that these aspects of our work can increasingly be delivered through volunteers but we are aware that these volunteers need careful recruitment, training and support.

This role is expected to deliver aspects of all the above tasks, combining funeral arranging and funeral advice. At all times we want to placing people at the centre of a caring approach.

NB: The organisation had an average 1.2 FTE staff over the last two years.

## INTRODUCING COMMUNITY RENEWAL TRUST

Community Renewal Trust, the charity which runs Caledonia Funeral Aid CIC, is a dynamic and innovative organisation at the cutting-edge of work towards ending persistent poverty and inequity in Scotland. Community Renewal Trust works among deprived communities to develop, deliver and share better approaches to unlocking flourishing lives and flourishing neighbourhoods. These approaches always place people and communities in the lead: listening to them, identifying their strengths, supporting them on their terms, and building their capacity to flourish.

In addition to Caledonia Funeral Aid CIC, our team is around fifty staff delivering community-based services around three key neighbourhoods: Muirhouse/West Pilton (Edinburgh), Bingham/Magdalene (Edinburgh), and Govanhill's Roma (Glasgow).

## ROLE SUMMARY

This is expected to be one of a small number of posts each sharing the delivery of all aspects of Caledonia Funeral Aid CIC and Caledonia Cremation. We do not require you to bring complete knowledge about funerals and funeral poverty but rather to draw on our existing knowledge, be both thorough and caring, and quickly build connections/expertise.

Our mission is ending funeral poverty. The key aspect of this role is ***to provide advice through our telephone helpline***, through online resources, through social media and through other enquires. ***This advice will be about funeral practicalities, funeral costs and the emotional toll of funerals.*** Signposting people to claim funeral benefits/grants is one part of this, but a larger part is ***compassionate listening***. We increasingly also wish to use community events/workshops help prevent funeral poverty occurring.

Another key aspect of the role is ***providing funeral director services*** in which you will ***make arrangements with the family/friends of a deceased person to conduct a direct cremation funeral.*** You will then be involved in sub-contracting with partners to fulfil different aspects of this including the recovery, care for, storage and transport of the deceased person. Please note that ***we are not a traditional funeral director, indeed most of your role will be conducted working at home.*** However, you will need to have some limited involvement in recovery, care for, storage and transport, mostly to understand the process - you will never be involved in this routinely. You will be ***on a rota to respond to occasional out-of-hours urgent calls*** (sometimes overnight) from people with an emergency situation.

In this role of funeral arranging, you will need to use email, post and telephone to: ***listen to people's needs, provide holistic support, take payments, arrange a formal contract and record evidence of decisions***/authorisation in our secure online Management Information System. ***Communicating clearly, compassionately and punctually*** between all parties involved in the funeral at all times is absolutely vital.

There is an important role to ***promote the organisation and our campaigns in press/media, social media, in communities and with partners.*** This will be done in collaboration with the Chair and Community Renewal Trust's Marketing Manager.

We intend for more of our work to be delivered with support from volunteers. This will require you to ***be involved in recruiting, training and supporting volunteers.***

You will need to collaborate with the Chair to ensure that ***all legal or regulatory requirements are met*** which are imposed on funeral directors or are conditions for our grant funding. We want to ensure we are effective at always learning and adapting based on feedback from partners, community members and customers.

## OBJECTIVES AND COMPETENCIES

Applicants for this role will be expected to show understanding of the objectives and be able to evidence the extent to which they meet the competencies set out below. The post holder must evidence working at a Competent level (level 2) in all listed competencies and working at Broadening/Advance level (i.e. level 3/4) for most listed Competencies.

### Funeral Advice

#### Objectives:

- Deliver high quality and caring funeral advice and support to recently bereaved families and others seeking our support.
- Undertake compassionate listening with every person seeking support
- Connect people to the support they need or offer other advice as needed around funeral practicalities or funeral costs.
- Continuously improve listening skills, connections/expertise around funerals and ability to support emotional needs.
- Deliver effective support via telephone, email, social media, online, webchat, and other media when required.
- Keep thorough and accurate notes and collaborate with team members to ensure continuity of care for those supported.
- Support bereaved families to consider how to arrange celebrations of life or create physical memorials, especially where these are able to be more affordable and/or more personalised.
- Arranging and facilitating community events, meetings or workshops to discuss death, bereavement and funerals with the aim of preventing funeral poverty.
- Avoid delivering grief counselling or creating dependency among people supported.
- Support volunteer recruitment, training and support to deliver aspects of this role.
- Support the promotion of Caledonia Funeral Aid and our campaigns including by supplying case studies, proactively engaging with partners and involvement in marketing, PR and social media.

### Funeral Arranging/Funeral Director

#### Objectives:

- Deliver high quality and caring funeral arranging to customers seeking to arrange a funeral with Caledonia Cremation.
- Consistently provide clear guidance and information on why people might or might not want to have a direct cremation.
- After training, support some limited involvement in recovery, care for, storage and transport of deceased persons (mostly just to understand the process)
- Take reasonable steps to be available on a rota to respond to occasional out-of-hours urgent calls (sometimes overnight) from people with an emergency situation.
- Arrange with 100% accuracy all payments, paperwork, formal contracting and recording of evidence of decisions/authorisation (recorded on our secure online Management Information System).
- At all times communicate clearly, compassionately and punctually between all parties involved in each funeral.
- Collaborate with the Chair to ensure that all legal or regulatory requirements are met which are imposed on funeral directors or are conditions for our grant funding
- Support the promotion of Caledonia Cremation as a funeral director including by supplying case studies, proactively engaging with partners and involvement in marketing, PR and social media.

### Other requirements

#### Objectives:

- Carry out other duties as reasonably requested.

### Competencies

- High levels of communications skills including clarity, accuracy, compassion, Effective listening skills
- Good understanding of the processes around arranging funerals
- Effective skills at connecting people to the support they need (including grants/benefits available)
- Good knowledge of issues bereaved families face around funerals
- Always collaborates with others; supports other staff/volunteers
- Competent administration of records and reporting (including in databases)
- Self-confidence, and able to display an optimistic outlook whilst remaining results orientated, flexible, adaptable, with a 'can do' attitude
- Motivated, reliable, responsible and able to work under pressure and to tight deadlines.

### Personal and Professional Development

Demonstrating a track record of continuous learning and personal/professional development is a requirement of this role and evidencing that this is being actively progressed must be evidenced at every appraisal. The post holder has responsibility to actively participate in sessions organised by the organisation including training in compliance/regulatory processes and meetings in which learning and improvement is discussed for the purposes of quality management. The post holder is responsible for collecting feedback from people they support both to demonstrate their own strengths and to understand how to improve what they do. This evidence of both types of feedback about their work is required for every appraisal.

## ROLE REQUIREMENTS/PERSON SPECIFICATION

<b>Essential Experience</b>	<ul style="list-style-type: none"> <li>• Evidence of understanding of people’s needs around funerals</li> <li>• Evidence of understanding of the processes of arranging funerals</li> <li>• Evidence of expertise from multiple environments demonstrating effective listening skills (e.g. in a coaching role or similar)</li> <li>• Evidence of expertise from multiple environments demonstrating high levels of written and verbal communications skills, especially around being clear, accurate and compassionate.</li> <li>• Evidence of expertise from multiple environments demonstrating competent administration of records (e.g. in databases or paperwork administration)</li> <li>• Evidence showing an approach which is results orientated, flexible, adaptable, and a ‘can do’ attitude.</li> <li>• Evidence showing an ability to work under pressure.</li> </ul>
<b>Desirable experience</b>	<ul style="list-style-type: none"> <li>• Evidence of expertise from multiple environments demonstrating high levels of understanding of people’s needs around funerals.</li> <li>• Evidence of expertise from multiple environments demonstrating high levels of understanding of the processes for a funeral director.</li> <li>• Evidence of expertise from multiple environments demonstrating high levels of written and verbal communications skills, especially around being clear, accurate and compassionate.</li> <li>• Evidence of experience forming and maintaining relationship trusting relationships with third/public sector partners and subcontractors.</li> </ul>
<b>Essential Qualifications</b>	<ul style="list-style-type: none"> <li>• None</li> </ul>
<b>Desirable Qualifications</b>	<ul style="list-style-type: none"> <li>• Qualifications from funeral sector skills including funeral arranging or funeral directing.</li> <li>• Qualifications related to listening or coaching</li> <li>• At least degree level or equivalent qualifications.</li> </ul>