

Community Engagement Worker

Hours	37.5 hours per week, inc. some evening and weekends
Salary	£28,500 + 10% employer pension contributions
Contract	Fixed-term (six months) + Probation (three months)
Extension	Potential for extension is subject to funding
Leave	25 days annual leave and three duvet days
Reporting	Operations Manager
Relationships	Service Manager + Finance Assistant
Office	Dudhope Castle, Barrack Road, Dundee, DD3 6HF
Deadline	January 23rd, 2026 at 1200pm
Interview	February 2026



Role Summary

Imagine not being able to say a dignified final farewell to a loved one because the cost of a funeral is beyond you or your family's financial means – this is funeral poverty. Funeral Link (SC048691) was founded in 2018 and is committed to making funerals affordable in Tayside. Funeral Link staff believe in the intrinsic worth of each individual and seek to act in the interests of wholeness for those who have lost a loved one. In April 2026, Funeral Link will move into a new public facility. We are looking for a creative individual to help us develop a welcoming space, who will also engage members of the public and manage the organisation's wider external communications.

Role Responsibilities

Community Engagement

- Act the face of Funeral Link for members of the public, manage volunteer rotas and oversee a public café in order to develop a presentable environment and responsive approach.
- Ensure all volunteers maintain a calm, composed and welcoming posture towards grieving members of the public experiencing funeral poverty and who come to seek support.
- Prepare and maintain all coffee- and tea-making equipment in line with required environmental health, food hygiene and handling regulations.
- Work alongside the Service Manager and Operations Manager to pioneer and market in-person groups for men and women seeking ongoing grief support.

Individual Support

- Provide direct face-to-face and confidential advice around funeral provision to bereaved individuals or families and refer onto the Operations Manager for further support.
- Ensure bereaved individuals are made aware of additional statutory or voluntary support available and, when required, facilitate referrals to these organisations.
- Attend and, if required, lead in-person groups for men and women seeking ongoing grief support as well as offering bereavement support on-site.

- Work alongside the Service Manager and Operations Manager to recruit, train and upskill volunteers able to help run the public space, as well as providing supportive oversight.

External Communications

- Manage the Funeral Link website, social media and external communications, with input from the Service Manager, Operations Manager and external communications consultants.
- Plan, create and publish engaging content to market Funeral Link's services and primarily focus on directing members of the public to the public facility.
- When required, engage online and print media to amplify the work of the organisation.

General Responsibilities

- Coordinate work with management, designers, contractors and landlord to transform space into a welcoming environment suitable for Funeral Link's operations.
- Carry out practical fit-out tasks such as painting, basic carpentry and installation of fixtures and, when required, utilise the support of the Service Manager and Operations Manager.
- Perform and coordinate light maintenance and janitorial tasks and, when required, liaise with professionals for more complex maintenance on the public premises.
- Contribute to team meetings and the ongoing development of Funeral Link, in alignment with the organisation's strategic plan, which is available upon request.
- Deputise for Operations Manager when on leave and respond to any other duties or responsibilities to fulfil the purposes of the role, as required or upon request.
- Track precise numbers of and maintain accurate records regarding the public's engagement with Funeral Link, to be recorded Funeral Link's CMS.

Person Specification

	Essential	Desirable
Personal attributes and skills	<ul style="list-style-type: none"> • Excellent listening skills • Empathy to assist those dealing with bereavement • Comfortable working both with a team and independently • Awareness of your own personal well-being • Emotional resilience to handle other people's distress and maintain professional decorum • Experience with and willingness to engage in difficult conversations with a diverse client base 	<ul style="list-style-type: none"> • Personal experience of grief or bereavement • Historic engagement with people experiencing poverty and/or grief • Knowledge of funeral industry • Understanding of the impact of anticipatory grief, acute grief, and living with grief • Experience facilitating interactive groups

Professional capability and educational qualifications	<ul style="list-style-type: none"> • Good demonstrable written and oral communication • Effective time management skills and able to manage your own workload 	<ul style="list-style-type: none"> • Educated to degree level or equivalent experience • COSCA counselling skills or equivalent certification • Mental health first aid training • ASIST suicide prevention training • Interior design training
Relevant work or other experience	<ul style="list-style-type: none"> • History of successfully working and/or volunteering in partnership with others • Experience of engagement with vulnerable people • Demonstrated experience of handling sensitive information with tact and professionalism • Comfortable and experienced in use of social media in a professional context • Experienced in delivering a service to the general public • Good computer literacy skills 	<ul style="list-style-type: none"> • History of working in the third sector or equivalent • History working with bereaved individual and families • Knowledge of organisations involved with death and dying • Experience preparing and serving coffee in a customer-facing setting • Experience supporting volunteers • Facilities management experience
Additional job-related requirements	<ul style="list-style-type: none"> • Ability to work evenings and weekends according to programme needs • Ability to safely undertake the practical and manual aspects of the role • Ability to remain active throughout your shift, including standing, moving around the premises, and performing hands-on tasks 	

Equal Opportunities

Funeral Link is an equal opportunities employer and is committed to ensuring, within the framework of the law, that its places of work are free from unlawful or unfair discrimination on characteristics of colour, race, nationality, ethnic or national origin, sex (including gender reassignment), marriage and civil partnership status, pregnancy and maternity, sexual orientation, age, fixed-term or part-time status as well as religion, belief or disability. We aim to ensure that our staff or volunteers achieve their full potential and that all employment decisions are taken without reference to irrelevant or unlawful criteria.

Application Process

- Complete the job application commenting on your skills and experience as they relate to this role.
- Include an additional covering letter telling us how your values align with the role and why you want to work for Funeral Link. This letter should be no more than 2 pages of A4.
- Include two professional references (including current or most recent employer).
- Completed applications should be submitted to info@funerallink.org.uk with the subject line '<your name> Community Engagement Worker application'. The closing date for applications is January 23rd, 2026 at 1200pm.
- All applicants will be contacted following the closing date.
- Interviews will be held in February 2026.
- Any job offer will be subject to satisfactory references and confirmation of entitlement to work in the UK.

Additional Benefits

- We provide a pension scheme with a 10% pension contribution by employer.
- We provide 25 days of annual leave per year, or pro-rata equivalent.
- We provide three duvet days per year, accessible with 24 hours' notice.
- We provide access to in-house counselling and emotional support.

Role Enquiries

If you have any questions relating directly to the role, please contact Reid Stillman, Operations Manager on 01382 458800 or by email via info@funerallink.org.uk.

This position is funded in part by a generous donation from the NHS Tayside Charitable Foundation.