



Bereavement Support Service Project Administrator Job Pack

Dear Applicant

Re: Age Cymru Dyfed Bereavement Project Administrator

Thank you for your interest in this position.

This booklet gives information on Age Cymru Dyfed and our aims and objectives together with details of the role and the essential skills we feel are needed to fulfil it effectively.

There is no formal closing date. Applications will be reviewed as received until the position/s is/are filled. If you are interested, please therefore apply as soon as possible.

If you feel the role is for you, please complete the accompanying application forms and return to recruitment@agecymrudyfed.org.uk

If you are selected for interview, we will be in touch to discuss the interview process and arrange a mutually convenient time.

Regards

Caroline

Caroline Davies

Head of Business Services/Deputy CEO

Who we are – Age Cymru Dyfed.

Age Cymru Ceredigion and Age Cymru Sir Gâr merged to form Age Cymru Dyfed in April 2020, supporting older residents across Pembrokeshire, Carmarthenshire and Ceredigion, the Dyfed region. The organisation is dedicated to helping individuals aged 50+ maintain independence for as long as possible and make the most of later life through a range of support and services.

The Dyfed region is popular with tourists and boasts beautiful coastlines and scenery, with almost 50% of its residents aged 50+. The rural nature of the region can make it difficult for older people to access services and stay connected to communities. Age Cymru Dyfed is aiming to achieve four operational and two organisational strategic objectives over the next three years:



Age Cymru Dyfed are proud to have achieved many accreditations that recognise the quality and standard of the work we deliver. ACD are committed to providing the highest quality support and services to individuals aged 50+, their family and carers.



Who we are.

Age Cymru Dyfed operates across Pembrokeshire, Carmarthenshire, and Ceredigion, supporting individuals over 50 to maintain independence and make the most of later life. We do this through a range of services including:

- Information advice and assistance
- Digital support
- Home help
- Advocacy
- Dementia support,
- Veteran support
- Befriending events and activities.

Our Information, Advice and Assistance Service supports every facet of later life, from how to access community care, to free benefits checks such as Carer's or Attendance Allowance and Pension Credit.

Our project Befriending Life Links helps reduce loneliness and isolation through friendship, social connections, and support getting out and about.

Digital Inclusion upskills the over fifties with online shopping, banking, and video calls skills, while our Advocacy Services help individuals express their views to ensure their rights are upheld.

There is also Dementia Advice, award-winning Byw Adref home help, and Veteran's in View - all helping to enhance later life in Dyfed.

Bereavement Support Project Administrator

This service is a pilot offered by Age Cymru Dyfed (ACD) and Age Cymru Powys, supported by Age Cymru, and funded by the Welsh Government.

The project aims to fill a significant service gap by offering practical advice, help, and emotional support for people over 70 in rural Wales. It seeks to expand capacity in bereavement services and provide targeted interventions for this vulnerable group.



The project additionally aims to develop a robust evidence base that can inform the future of bereavement services for older adults in Wales.

The initiative will build both immediate support capacity and long-term strategies to ensure the well-being of older adults, mitigating the burden on health systems while shaping future services for bereavement care.

The key part of the role is to provide support to Age Cymru Dyfed's Bereavement Support Officer.

This role can be based in either Ceredigion, Pembrokeshire or Carmarthenshire.

Age Cymru Dyfed Bereavement Support Project Administrator

Key responsibilities of the role:

- To be the first point of contact the Bereavement Support Service.
- To provide administrative support to the Bereavement Support Officer.
- To provide support that is adaptable and could either be, face-to-face in the home/office, and/or telephone to meet the needs of the individual.
- To undertake any further reasonable duties as requested by the Bereavement Support Officer.
- To adhere to ACD policies and procedures, as well as the staff handbook.
- To participate in any training deemed necessary for the role.

Skills, Qualities and Experience

Skills, Qualities, and Experience	Essential (E) or Desirable (D)
Educated to a good standard (<i>However, experience instead of qualifications will also be taken into consideration</i>)	Essential
Proficient in Microsoft office and other software/social media applications	Essential
Experience of working in an office environment	Essential
Experience of record keeping using a customer relationship management database	Essential
Understanding of issues facing older people	Desirable
Organised and methodical	Essential
A flexible, can-do attitude	Essential
A self-starting team player with good communication skills, both written and oral, who takes pride in completion of tasks to a high standard	Essential
Welsh speaker	Desirable
Able to maintain a good working relationship	Essential
Own transport	Desirable

Additional requirements

- Satisfactory DBS check and personal references
- Current full UK driving licence and full use of a car for work purposes with the appropriate business insurance cover in place



As users of the disability confident scheme, we guarantee to interview all disabled applicants who meet the minimum criteria for the vacancy

Age Cymru Dyfed - Additional Benefits



31 days annual leave inclusive of bank holidays at commencement of employment rising annually with 1 additional long service day for the first 5 years of employment.



Employer contribution to Government Nest Pension Scheme



Employment Assistance Programme - a confidential employee benefit designed to help you deal with personal and professional problems that could be affecting your home life or work life, health, and general wellbeing. Our EAP service provides a complete support network that offers expert advice and compassionate guidance 24/7. It offers a range of employee benefits including:

Free 24-hour confidential helpline to assist with Health and Wellbeing including support with:

- ✓ Stress and Anxiety
- ✓ Counselling
- ✓ Family Issues
- ✓ Bereavement
- ✓ Financial Wellbeing
- ✓ Childcare Support
- ✓ Relationship Advice
- ✓ Legal Information
- ✓ Medical Information
- ✓ Tenancy and Housing Concerns
- ✓ Alcohol and Drug Issues
- ✓ Consumer Issues



24-hour access to Virtual GP Service for employees and their family



Access to a range of discounts via the “Blue Light Card “Scheme



Eyecare Voucher Scheme