



Registered charity number 1155419

Registered Address: Pear Tree Centre, Bungay Road, Halesworth, Suffolk, IP19 8SG

Information for Applicants

Information and Advice Coordinator

Hours	21 hours a week (worked over 3 days)
Contract	Permanent
Probationary Period	6 months
Salary	£20,992 pro rata (£12,055 actual)
Base	The Pear Tree Centre, Halesworth
Annual leave entitlement	20 days plus bank holidays* (*working days for part-time employees)
Pension Scheme	5% employer contribution after 3 months in post
DBS check required	Standard check
Closing date	Wednesday 22 nd September 2021 at 3pm
Interview date	Monday 27 th September 2021

Applicants should demonstrate how they meet each of the essential and desirable requirements of the person specification when completing the application form (supporting statement).

The Pear Tree Fund actively promotes equality of opportunity and welcomes applications from diverse candidates 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.

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

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

We will collect and process the personal data that you provide in the application form and any other supporting documentation you submit, in order to administer the recruitment process for the vacant post. Further information can be found in our *Privacy Notice*, which is available upon request and our website www.peartreefund.org

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

The Pear Tree Fund



'local support when you need it most'

We provide information, advice and holistic support to anyone with a life-changing illness or long-term condition who lives in East Suffolk and neighbouring parts of Mid Suffolk and South Norfolk, and to families and carers.

Our charity offers a wide range of holistic services from our tranquil and welcoming base at the Pear Tree Centre 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 are able to 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 the most.

The Pear Tree Fund also provides emotional, physical and practical support to people reaching the end of their lives so that they can die in the comfort and security of their own homes.

Our charity, originally Halesworth Community Nursing Care Fund, was established in 1989, 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 to remain at home. A third. A third nurse joined soon after and together they built the charity into a vital resource for those at end of life and their families. In the 2010s, the trustees developed a vision for a local purpose-built resource centre, offering a one-stop-shop of information, advice and holistic support to people with life-limiting illness and long-term conditions.

The charity was renamed The Pear Tree Fund and, after raising almost £1 million, the Pear Tree Centre was built and opened officially in early 2020.

Services available at the Pear Tree Centre include:

- information to help people look after their health and live well in the community
- welfare advice, such as how to claim benefits, apply for housing adaptations or set up a lasting power of attorney
- dedicated bereavement support

- complementary therapies such as reiki, massage and relaxation
- help to get online and access health advice or manage prescriptions and appointments
- activities such as art therapy
- access to support groups
- help for children and families
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We also offer a variety of wellbeing support which is tailored to people's needs. This includes:

- **Centre support** – simply drop into the centre for a cup of tea, cake and a listening ear.
- **Enhanced support** from our specially trained volunteers, who work with people over time to understand what matters to them and help them achieve their goal through targeted psycho-social interventions,
- Sessions with a **qualified counsellor or therapist**, who can help individuals, couples and families to manage difficult emotions and the feelings associated with illness or bereavement.

We are currently piloting a home visiting service for those who are unable to visit the Centre or need additional support because of anxiety. This will be rolled out in the autumn and winter of 2021/22.

Separate from our work at the centre, our charity also provides nursing care and equipment which gives people who are reaching the end of their lives the option to die at home. Although this highly valued service is currently only available to patients registered with Cutlers Hill Surgery, our ambition is to expand it more widely in the future.

The charity appointed its first Chief Executive and Accounts Manager in 2021 and is establishing a head office in Halesworth town centre.



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Job Description

Job Title	Information and Advice Coordinator
Reporting to	Centre Manager
Accountable to	Chief Executive Officer
Direct Reports	None
Indirect Reports	Volunteers (delivery of information and advice)
Working hours	21 hours a week (to be worked over 3 days flexibly to meet need)
Base	The Pear Tree Centre, Bungay Road, Halesworth, Suffolk, IP19 8SG
Main relationships	<ul style="list-style-type: none"> • Centre Manager, Deputy Centre Manager and Admin Assistant • Chief Executive, Accounts Manager and Compassionate Communities Project Coordinator • Pear Tree Fund Volunteers • Partner organisation staff and volunteers • Community groups and businesses • NHS & Social Care professionals and organisations • Local Councils

Main Purpose of the Role

The Information and Advice Coordinator (IAC) leads on the delivery of information and advice to people accessing support from The Pear Tree Fund (PTF).

- Responsible for coordination of information and advice, including the training and management of volunteer delivery at the Pear Tree Centre and in the community.
- Development and coordination of digital inclusion support
- Support the delivery of all services through the Pear Tree Centre
- Community engagement: support outreach into the community to build partnerships and networks and raise awareness of services and support from the Pear Tree Fund

The Information and Advice Coordinator will work to the following approaches:

- Person-centred
- Strengths-based
- Outcomes-focused

Key responsibilities and duties

1. Delivery of Information and Advice

- Provide information and advice to people accessing support from the Pear Tree Fund, undertaking research as needed, to cover a wide range of social welfare and health (non-clinical) related issues.
- Develop and maintain a library of information resources (both physical and digital) on a range of health conditions, local support services and activities.
- Assist beneficiaries to complete applications for a range of welfare benefits (including PIP, ESA, Attendance Allowance and Carers Allowance), housing, adaptations, blue badges, and other vital support.
- Assist beneficiaries to improve their health literacy, personal resilience, and self-care skills through the provision of targeted information, advice, and holistic support.
- Seek and collect feedback from those receiving information and advice from the Pear Tree Fund to inform continuous service improvement

2. Coordination of Information and Advice

- Support other PTF staff and volunteers to access appropriate information resources in supporting visitors to the Pear Tree Centre or those receiving support in the community.
- Recruit, train and manage volunteers delivering information and advice, both at the Pear Tree Centre and in the community.
- Support and contribute to the supervision and appraisal of volunteers providing information and advice
- Act as the lead for coordinating the delivery of information and advice across PTF's services and contribute to and support quality assurance.
- Support the coordination of information and support events for health and wellbeing held at the Pear Tree Centre

3. Digital Inclusion

- Develop a digital inclusion offer as part of information and advice service at the Pear Tree Centre.
- Support visitors to gain digital skills and access information and advice using technology.

4. Referral management, assessment, and support planning

- As a member of the team at the Pear Tree Centre, assist in the triaging and processing of incoming referrals for support.
- Complete initial assessments of support needs for new referrals (either at the Pear Tree Centre or in the community), using the Outcomes Star framework to develop a support plan and help beneficiaries to identify their own outcomes or goals.

5. Community Engagement

- Engage with local charities, community groups, services, and businesses to promote the services offered by the Pear Tree Fund.
- Attend local information, networking, and partnership events to develop local effective partnerships which improve outcomes for our beneficiaries.

- Engage with local NHS and social care services to promote a 'joined-up' approach and increase referrals and signposting to the Pear Tree Fund.

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 access PTF services, professionals, volunteers, and staff.
- Promoting equal opportunities and respecting diversity within all aspects of their work
- 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.
- Undertake additional duties, as reasonably requested, by the line manager and/or Chief Executive.

Person Specification

(E) Essential / (D) Desirable

Qualifications

Level 2 literacy & numeracy qualification	E
Educated to 'A Level' (Level3) standard or equivalent	E
Level 3 qualification in Information, Advice and Guidance or Health and Social Care (or willingness to work towards) or equivalent experience working at same level	D

Experience

Experience of working with people who have long-term health conditions and/or life-changing illness (vulnerable people) and/or their families and carers	E
Experience of working with people from different backgrounds and/or cultures and variable abilities	E
Experience of providing information and advice in a professional capacity	E
Experience of dealing with confidential and sensitive information and working to the requirements of the Data Protection Act 2018	E
Experience of working to a outcomes focused framework and person-centred approach	D
Experiencing of assessing needs of beneficiaries	D
Experience of creating and delivering presentations and/or training	D
Experience of using 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
Knowledge of local area, community, healthcare provision and support services	D
Ability to promote the charity and its services through delivering presentations to a wide range of individuals and agencies	E
Knowledge of safeguarding legislation and practice	E
Knowledge of data protection, confidentiality and handling sensitive information	E
Knowledge of working with and managing volunteers	D
Knowledge of providing information and advice and maintaining resources	E
Good IT Skills (e.g. Windows, Microsoft Office, use of online cloud based software)	E
Strong understanding of professional boundaries	E
Knowledge and understanding of long-term health conditions and life-changing illness, including mental health problems	D
Good written and oral communication skills e.g. ability to record concise, objective and factual notes	E

Attributes

Professional and person-centred approach e.g acting with integrity	E
Self-motivated, enthusiastic, reliable, and able to work collaboratively as part of a team	E
Flexible and adaptable approach	E
Ability to work empathetically and effectively with a diverse cross section of the population	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 and able to prioritise workload and meet competing deadlines	E

Other

Flexible approach to working hours and days (ability to work some evening and/or weekend hours to support events or to give presentations / talks to groups)	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