



DZOGCHEN BEARA

BUDDHIST MEDITATION CENTRE

Hospitality and Support Break Coordinator

Line Manager – Spiritual Care Centre Manager

Hours – 3 days a week or 24 hours (7 day rota)

Hours may be over 4 days or extra hours required. The Spiritual Care Centre team rota changes weekly and requires you to work approximately one weekend in three.

Skills Required

- Care assessment experience (qualification preferred)
- Excellent IT skills
- Excellent interpersonal and communication skills
- An understanding of spiritual care

Personal requirements

- A warm, understanding and empathic personality
- An ability to work with people dealing with loss (often traumatic) in a sensitive and caring manner.
- A team-player who is able to work independently and take initiative.

Overview of Role and Responsibilities

Hospitality

1. With your colleagues, offering hospitality to guests and ensuring the smooth running of the Spiritual Care Centre, ensuring the highest standards.
2. Duties include emailing arrival details to guests, welcome and orientation upon arrival, ensuring excellent room set-up for groups, light housekeeping duties when required, facilitating catering needs and monitoring volunteers.
3. Representing the Spiritual Care Centre in meetings with the wider Dzogchen Beara staff team, such as for development and review of services.
4. Implementing procedures including health and safety policies.
5. Liaising with the Spiritual Care Centre Administrator and working closely with the Accommodation Manager and other departments.
6. Other duties as requested by the Spiritual Care Centre Manager.



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Support Breaks

Support Breaks are short-stays offered to guests dealing with grief or recovering from illness, guests with life-limiting illness but not requiring physical care, and carers. Support Break guests receive one-to-one sessions which include listening support and guidance in meditation and contemplations which can help people of all faith-backgrounds and none, to find personal meaning and inner peace when facing life's greatest challenges.

1. Responding to calls and online requests for information and applications for Support Breaks.
2. Carrying-out assessments to determine the suitability of Support Break applicants, gaining an understanding of their expectations and requirements and whether we can meet those needs.
 - a. It is essential that applicants (and their carers) understand what we can and cannot provide so that an appropriate decision is made as to the suitability of the Spiritual Care Centre to meet their needs safely.
3. Responding to requests for financial support from the Spiritual Care Fund and ensuring that the correct procedure is followed in a sensitive manner.
4. Assigning rooms for Support Break guests.
5. Liaising with the Spiritual Care Centre Administrator around booking of accommodation, payment etc.
6. Keeping colleagues in the Spiritual Care Centre Team up-to-date regarding Support Break guests and other departments informed as appropriate e.g. Finance Manager, or Catering Manager if special food requirements etc.

Facing Loss Healing Grief Events (and related events)

The Spiritual Care Centre hosts 3-4 Facing Loss Healing Grief retreats and related events annually for those who have been bereaved, and participants stay in the Spiritual Care Centre.

1. Interviewing applicants to determine whether the event meets their needs and where it does not, guiding applicants to more suitable courses.
2. Sharing administration of events with the Spiritual Care Centre Administrator to determine the most suitable accommodation for



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guests, taking into account factors such as their level of grief and/or physical vulnerability.

3. Preparation of a report for event-holders in advance, to provide information about participants and share any concerns.
4. Being part of the registration team for the event and so welcoming the participants to the Spiritual Care Centre.

Development of Support Breaks

1. Working with the Hospitality and Group Bookings Coordinator, to develop contacts with organisations that align with the key areas identified for Support Breaks to promote and develop their use.
2. Liaising with colleagues in the Spiritual Care Centre and the Programme Manager to coordinate Support Break bookings with other activities.

Additional

You will receive training specific for this role.

You will be supported by regular supervision.