

# **13 Rivers Trust**

## **An Introduction**

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### **About 13 Rivers Trust**

13 Rivers Trust is an energetic and dynamic charity which focuses its work around needy individuals, young people and communities excluded from mainstream society.

### **Vision**

To transform the lives of individuals and leave lasting legacies

### **Objectives**

1. To befriend people who are isolated, terminally ill or reaching end of life
2. To provide burial support to those who are needy
3. To provide leadership developmental opportunities for young people and volunteers so that they can make a positive change to society
4. Provide emergency aid and poverty alleviation programs

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#### **About Eden Care**

Increasing number of people including people from BME communities are becoming terminally ill, hospitalised, in long term care or reaching EOL. Traditional extended families are becoming strained due to younger generations becoming busy with work, overcrowding housing issues, education, child care and complex nature of ill health.

#### **Vision**

Offer friendship, care and sense of belonging to members of our community who are terminally ill and reaching End of Life.

#### **Aims**

- Sense of belonging and being part of the community despite being ill
- Give voice to the terminally sick and those reaching EOL
- Support wider community to enhance End of Life Strategy

#### **Rapid Response Team – RRT**

The function of the RRT is to provide quick and emergency support to people who are terminally sick and reaching End of Life. The RRT will provide 24 hours a day and 7 days a week community intervention to support.

#### **Art Workshops for Vulnerable People**

Art therapy for people who are terminally ill, bereaving families and elderly people. These sessions will take place in homes, local hospitals, hospices or care homes. Eden Care wants to use art to elevate their mood, reduce depression and social isolation.

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#### **Muslim Burial Fund**

##### **Our vision**

To bury needy Muslims with dignity and in accordance with their wishes and faith.

##### **Background**

Muslim Burial Fund has been setup to support the needy members of the Muslim community. Incidences of unknown deceased Muslims are increasing. Sometimes bodies are kept in the hospital morgues for many weeks and months while authorities seek to find relatives or friends who can claim the body and organise their burial according to their faith. More often than not, these unknown Muslim are then cremated, which is a cheaper option than a full burial. The background of these Muslims includes students, elderly people residing in care homes, those with no legal status and Muslim reverts who have no family support.

##### **Legal Burial Support**

Revert Muslims who are worried that their family might give them a non-Muslim burial. Eden Care UK can help by offering free legal advice and support (e.g. Statutory Declarations or WILL) which will ensure that they are buried according to their wishes and faith.

##### **Sylhet Aid**

We want the next generation to continue the hard work of our parents to support the poor and providing them with the tools to better their lives.

##### **Our Vision**

To assist and empower the poor and the needy in with opportunities to earn, learn and help.

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#### **Key Working Relationships**

The post holder must develop and maintain a good working relationship with all staff members of the organisation. It is important that the post holder has a broad and current knowledge of all areas of 13 Rivers Trust work. Therefore, it is necessary that the post holder has good relations with other members of staff in other parts of the organisation.

Externally, it is essential to build and maintain an effective and cordial relationship with volunteer, supporters to promote supporter retention and loyalty.

#### **Key Accountabilities**

The post holder is accountable for fulfilling his or her roles and responsibilities in line within professional boundaries and principles of fairness, humanity, honesty, respect and fair treatment of his/ her colleagues and staff. The following are the main responsibilities that the role holder will be accountable for:

- Ensure all gifts from all income streams are processed, reconciled and income reported to the finance lead.

#### **Data management and Intellectual properties**

- Ensure the security and confidentiality of data, complying with GDPR, Data Protection, complying with Data Protection Legislation and PCI Compliance.
- Understand and implement compliance on all information relating to processing and storage.
- Do not share organisational materials to personal emails or external agencies without authorisation from Trustee's.
- Intellectual properties and working tools belong to 13 Rivers Trust/ Eden Care UK. They MUST not be copied or shared with others.
- Internal data of service users, volunteers, well-wishers and intellectual properties belong to 13 Rivers Trust. It is a criminal offence to share such data without prior written agreement from Trustee's.

#### **Key Accountability: Quality Assurance**

- Assess outputs proactively and systematically to assure high quality delivery, ensuring appropriate action is taken to correct and avoid errors
- Ensure processes and procedures are in place, documented and maintained.
- Ensure the service is performing in line with KPI targets set by manager
- Train and mentor team members to deliver quality service a consistently and best working practices

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#### **Key Accountability: General**

- Effectively deal with complaints, ensure learning from complaints is taken on board. Implement and develop processes for monitoring and report against 13 Rivers Trust centralised complaints procedure
- Work flexibly according to the demands of the organisation and carry out any duties with the competence of the post holder, assigned by the Manager including managing and taking part in Live appeals when required. Support the call centre by assisting in taking call centre donations in busy periods when call volumes are high. Participate in meetings and working groups when requested by line manager and to ensure that decisions from any meetings are followed up. Contribute to the effective and efficient running of 13 Rivers Trust as appropriate Participate, as appropriate, in Staff forums and Meetings. Adhere to 13 Rivers Trust Policies and Procedures. Represent 13 Rivers Trust to the wider community as appropriate to role and authority

#### **Treatment of volunteers and colleagues**

- Treat all colleagues, volunteers and members of the public with dignity and work within and adhere to 13 Rivers Trust equal opportunities statement and policies.
- Ensure professionalism and credibility at all times
- Undertake any other tasks or projects as deemed appropriate by line manager within the scope of the role
- To upkeep the reputation and values of 13 Rivers Trust at all times.