

**Post: Head of Support**

**Responsible to:** Chief Executive

**Member of:** Families & Young People's Teams

**Significant relationships with:** Young People's Officer  
Children & Families Officer  
Services Administrator  
Chief Executive  
Head of Fundraising  
Finance Manager  
Office Manager

**Basic Salary:** £37,000 – £40,000

**Based at:** CLDF Office, Birmingham

**Scope of role:** National

**Hours:** 35 hours per week / 5 days (9am – 5pm)

**Requirements:** Willing and able to travel nationally is essential  
Ability to motivate and lead teams that include remote staff and volunteers  
Willing to be involved in occasional overnight and weekend activities  
Willing to be the lead on CLDF's safe guarding children stance

Clear Enhanced Disclosure from the Criminal Records Bureau/DBS

## **Principal Purpose and Approach**

The Head of Support will lead the delivery and effectiveness of high quality support services to the broadest spectrum of service users possible - children, young people aged 11-25 years and families affected by childhood liver disease. The post will take overall responsibility for all aspects of CLDF's support services and hold personal accountability for service targets and safeguarding. They will actively work with the CEO, Senior Team and Trustees to develop the future strategy of the charity.

### **Key Responsibilities:**

#### **Strategic Management**

Contribute to CLDF's strategic planning process in relation to the delivery of support services.

### **Leadership**

1. Lead, motivate and manage the team delivering support services for families, children and young people under 25, to ensure a positive culture of continuous improvement and efficient working.
2. Ensure the development and delivery of innovative and engaging activities and plans.
3. Ensure that Support Team staff and volunteers are inducted, trained, developed, managed and supported to achieve their objectives.
4. Develop working practices that attract, retain and motivate good quality staff and facilitate high levels of well-being and safety for beneficiaries, staff and volunteers.
5. Ensure that the Support Team are supported by and fully understand the appropriate systems and procedures related to the design and delivery of high quality services.
6. Provide strong leadership to the Support Team, sessional staff and volunteers and promote equality of opportunity and diversity in service delivery and employment.
7. Lead by example and motivate the Support Team through excellent organisational skills, attention to detail, 'SMART' working and collaborative working practices.
8. Promote the vision, objectives and progress of CLDF both internally and with external stakeholders.
9. Champion confidentiality and data security in line with GDPR guidelines for all support service related data.

### **Service Development and Management**

1. Pro-actively identify and implement opportunities to reach the maximum number of families, children and young people affected by childhood liver disease.
2. Manage clinic visiting and the family event and young people's residential programme. Ensuring plans are time, risk assessment and management are completed and delivery teams are effectively briefed with full project evaluation completed post project.
3. Ensure all Health and Safety regulations are adhered to in respect of the delivery of services.
4. Act as CLDF Designated Safeguarding Officer, ensuring that all safeguarding requirements are adhered to and kept up to date.
5. Review service data, regularly making reports on activities, trends and risks.

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5. Ensure the delivery of services for the service users and encourage good practice throughout service provision and policy setting for new and existing service users.
7. Ensure that the support team works efficiently and effectively, developing working practices to ensure the best use of staffing and other resources.

**Governance**

1. Ensure that the organisation's policies and procedures relevant to delivery of CLDF's services are updated and implemented and that they remain consistent with the organisation's values.
2. Ensure the safety and quality of CLDF's services, measuring impact and working with the Fundraising Team to help communicate outcomes to supporters and funders.
3. Implement best practise related to the application of Health & Safety legislation and to the principles of Safeguarding requirements.

**Networking**

1. Liaise and develop relationships with clinicians and healthcare professionals working with our beneficiaries to aid service development, referral pathways and clinic access.
2. Liaise with other organisations/service providers at forums in order to benchmark best practice initiatives and CLDF's service offering.
3. Actively seek opportunities to develop the organisation's public profile.
4. Implement an organisational ethos of listening and responding to service users, and their families/carers, and having empathy for the issues that they face.

**Managing Resources**

1. Supervise the expenditure of the Support Team against the agreed budget.
2. Input to the preparation, grant applications, budgets and forecasts.

**Notes**

1. At all times the post holder will need to be mindful of the delicate working relationship and interface with families, supporters, medical professionals, specialist liver units and hospitals units and advisers.
2. CLDF operates with a small work force in which every member of the team is expected to work flexibly in order to contribute to the overall objectives and mission of the charity.
3. The service will be offered and carried out in a manner regardless of ethnicity, gender, social class, ability, religious affiliation and sexual orientation of the service users or other CLDF employees.
4. CLDF reserves the right to alter the content of this job description, after consultation, to

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- reflect changes to the job or services provided, without altering the general character or level of responsibility.
5. This job description is a statement of requirements at the time of writing and is not contractual. It should not be seen as precluding future changes after appointment to this role.
  6. The above list of responsibilities is not exhaustive and may change to meet the needs of the organisation. The post holder may also be required to carry out such other duties as may be required from time to time which are broadly consistent with the status of the post within the organisation.
  7. Ensure conformance with brand guidelines at all times.
  8. Provide cover for colleagues, as directed by CEO.
  9. This role will come under the monthly one to one review programme together with an annual performance review.
  10. Keep up to date with external developments within the sector, identifying innovative opportunities and advise on new and appropriate approaches for the charity.
  11. This is a Display Screen Equipment (DSE) user regulated post.

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## Person Specification

Essential	Desirable
<b>Qualifications</b>	
Educated to degree level or equivalent (preferably in a related subject such as Psychology, Social Work, Nursing etc).	Degree / Higher degree in relevant subject.
<b>Experience</b>	
Proven track record in a similar role for at least two years.	Experience of leading a small team.
Experience of working with children and families in need.	Experience of working with children. Young people and families affected by long term chronic / life threatening conditions.
Experience of digital-led change.	Data insights and project management to budget and time.
Proven experience of identifying, working to and delivering on Key Performance Indicators and clearly demonstrating impact.	Knowledge of dealing with bereavement.
Ability to work as a part of a small, flexible team and contribute to group and individual targets.	Some marketing and PR experience including delivering presentations.
Working with volunteers.	Working for a small charity.
	Previous experience of working in a health setting.

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<b>Knowledge</b>	
Knowledge of the NHS and its structures.	Experience of working directly with NHS staff at different levels.
Knowledge of local and national Government and their structures.	Experience of influencing.
Knowledge of health, chronic and life threatening, conditions and the effect these have on the social, psychological and financial welfare of the child and family.	Knowledge of childhood liver disease.
<b>Skills and Abilities</b>	
Experience of identifying and gathering information required to develop plans in a scalable and sustainable manner and making decisions that are smart.	
Highly organised, confident self-starter and capable of taking initiative.	Experience of a CRM database.
Empathy with the aims, objectives and activities of The Children's Liver Disease Foundation.	
Excellent and persuasive communicator with people at all levels (written, oral including public speaking and presentations).	Proven relationship building skills.
Self-reliant and competent IT user including digital platforms, data insights, internet, email, databases, spreadsheets, desktop publishing and MS Office.	Online social networking skills.
Ability to work well under pressure and to deliver to targets.	
Commitment to continuing professional and personal development.	
Ability to work flexibly and creatively and to respond to the emerging needs.	
<b>Other</b>	
Ability to manage a varied and complex workload, prioritising competing demands whilst maintaining accuracy and attention to detail.	
Prepared to travel around the UK and work outside normal working hours when required.	
Discreet and confidential in relation to both financial and personal records.	
A team player with the willingness to work flexibly and proactively, across different teams and respond to the emerging needs of the charity.	

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Own car and current driving licence.	
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**Benefits**

- Salary up to £37,000- £40,000 per annum.
- 23 days annual leave – plus bank holidays and closure days between Christmas and New year.
- CLDF operates an auto enrolment pension scheme for all eligible job holders, as is legally required. Current contributions are 2% for the employer and 3% for the employee, rising on a phased basis determined by the government. The scheme is with Royal London.
- Death in service benefit – twice annual salary.
- Ability to take part in flexi-time within the department (08.00 – 18.00).