

**Post: CLDF Birmingham Children's Hospital
Support Officer (0.5 WTE post)**

Responsible to: Head of Support CLDF / Senior Specialist Support Manager

Member of: Support Team

Significant relationships with: CLDF Support Team
BWC Family Support Team
BWC Multidisciplinary Team
Wider CLDF Team

Basic Salary: £23,000 - £27,000 (pro rata) dependent on experience

Based at: Birmingham Women's and Children's Hospital (BWC)

Hours: 17.5 hrs per week (0.5 WTE)

Requirements: Willing and able to travel (on a national basis) is essential
Willing to undergo orientation training at BWC and CLDF
Willing to be involved in overnight and weekend activities
Willing to undergo safeguarding children and vulnerable adults training
Clear Enhanced Disclosure – DBS

Principal Purpose and Approach

The principle objective of this role is to support families and young people who are visiting the hospital for liver clinics or in patients under the care of the liver unit. The Support Officer will be based at Birmingham Women's and Children's Hospital and will work with the BWC Team.

The main focus of the role is:

- To meet families, children and young people
- To introduce them to the services of CLDF
- To provide information and support as required
- To contribute to meeting the social, emotional and practical needs of children with liver disease and their families.

Very occasional weekend working and travelling nationwide will be required from time to time. The role will involve being a frontline representative for CLDF, its vision, mission and services to a broad range of stakeholders, and providing listening and signposting services.

Main Duties

Delivery of CLDF support services

1. To meet families and young people affected by liver disease through the clinic and ward visit, establish a relationship to deliver support through a range of communication channels and promote CLDF projects and initiatives.
2. To liaise with CLDF Families and CLDF Young Persons Officers to develop ongoing relationships with families and young people.

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3. To support patient care delivered by BWC, acting as a collegiate member of the BWC team supporting orientation of new patients and families to the BWC site.
4. To support the delivery of education and information resources to patients and families around specific requirements of CLDF and BWC. To assist in the development of materials and resources.
5. To implement the aspects of the support service plan within the CLDF business plan.
6. To deliver support to families, relatives and friends through a range of communication channels.
7. To identify new and innovative opportunities to deliver and enhance CLDF's programme of support.
8. To ensure information about the services and the work of CLDF are disseminated widely.
9. To evaluate and report on activity as required.
10. To significantly develop relationships with healthcare professionals and stakeholders and support them to be engaged with CLDF and recognise the importance of CLDF's fundraising and communications activity.

Administrative and Operational

1. Use CLDF's/BWC's administrative and IT systems to ensure that records and reports are accurate and up to date.
2. To ensure that all administrative activities are carried out in a timely and efficient way to review and analyse data on a regular basis as required.
3. To take part in departmental and multi-disciplinary meetings, as necessary.
4. To ensure that all activities comply with current and relevant legislation and follow best practice principles.
5. To assist in the development of protocols and procedures to ensure best practice and consistency.

Communications, networking & promoting CLDF work amongst key external audiences

1. To identify other areas and agencies for the provision of support to families and liaise and network accordingly, as well as signposting.
2. To attend CLDF events and projects and make presentations, as required.
3. To provide support and information on family services to internal and external stakeholders.
4. To nurture effective relationships with a range of other professionals, particularly with relevant hospital staff.
5. To take an active role in the maintenance and development of the relevant pages of CLDF's website.

6. To work with the Fundraising and Communications Teams to provide opportunities to achieve CLDF's overall objectives.
7. To contribute articles and other work for use on the website and in other CLDF publications.

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 hospital units and advisers.
2. The post holder will abide by all BWC trust guidelines and protocols.
3. CLDF operates with a small workforce 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.
4. 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.
5. CLDF reserves the right to alter the content of this job description, after consultation, to reflect changes to the job or services provided, without altering the general character or level of responsibility.
6. 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.
7. 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.
8. The post holder must ensure conformance with brand guidelines at all times.
9. This role will come under the one to one review programme together with an annual performance review.
10. The post holder will need to keep up to date with external developments within the sector, identifying innovative opportunities and advising on new and appropriate approaches for the charity.
11. This is a Display Screen Equipment (DSE) user regulated post.

Person Specification

Attributes	Essential	Desirable	Measured by
Knowledge / Qualifications	Standard qualification as a minimum in an area relevant to working with children and families NVQ Level 3	Relevant (and respected) formal counselling qualification or educated to degree level in relevant field	Application and certificates
	A thorough understanding of the pressures and stress of having a sick child and its impact on both the child and family life		Application and Interview
	A thorough understanding and knowledge of the essential components of safeguarding children and vulnerable adults		Application and Interview
	Knowledge of assessments process for families		Application and Interview
Experience	Experience of working professionally with families in a supportive capacity	Experience of delivering services via remote means – telephone, email, forums, social networking	Application and Interview
	Experience of working with families who find it hard to engage with services		Application and Interview
	Successful track record of implementing project work and the achievement of targets		Application and Interview
	Demonstrable experience in building and maintaining relationships		Application and Interview
	Experience of working as part of a multi-disciplinary team		Application, Interview and Exercise
	Experience to show numerate & IT literacy		Application, Interview and Exercise
Skills and Abilities	Ability to write accurate records and reports		Interview
	Ability to manage time effectively and prioritise work		Interview and Exercise
	Ability to generate ideas and solutions		Interview and Exercise
	Ability to multitask and achieve deadlines and objectives		Interview
	Excellent listening & communication skills – written & oral with a range of people		Interview and Exercise
	Ability to provide advice, information and support in a way which empowers people		Interview

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Attributes	Essential	Desirable	Measured by
	Ability to assess and summarise accurately and effectively		Interview
	Ability to maintain positive relationships with service users and other stakeholders		Interview
	Ability to work accountably as part of a small team		Interview
	Ability to work under pressure to meet tight deadlines		Interview
	Ability to work independently and with initiative		Interview
	Highly organised and methodical		Interview
	Commitment to producing accurate and high-quality work		Interview
	Engaging, empathetic, enthusiastic and sociable		Interview
Personal Attributes and Qualities	Adaptable and able to view change positively		Interview
	Unafraid to take on new situations and challenges		Interview
	Committed to innovative service development		Interview
	Committed to the cause overall and able to see beyond the role and department		Interview
	Ability to work out of office hours		Interview and application
Circumstances	Able to travel throughout the UK and work irregular hours when necessary		Interview
	Valid UK driving licence		Copy to be provided
	Able (and unafraid) to travel to and attend events to represent CLDF		Interview
	Able to undertake an overnight stay when required		Interview

Benefits

- Salary between £23,000 - £27,000 (pro rata) dependent on experience.
- 20 days annual leave (pro rata) increasing by 1 day per annum to a maximum of 25 days (pro rata) plus bank holidays and discretionary office Christmas closure days.
- Death in service benefit – twice annual salary.
- CLDF will pay up to 4% of annual salary into a pension plan after one year's employment providing employee can demonstrate they pay at least an equivalent amount into a pension scheme.
- Access to a 24/7 Employee Assistance Programme – a confidential support service for employees and their immediate family members.

- Enrolment on Westfield Health Foresight Health Plan Level 1 – immediate cover on all benefits; dependent children can be added at no extra cost. Option to upgrade benefit level.

February 2020