



Information and Awareness Lead Recruitment Pack

Organisation: Children's Liver Disease Foundation (CLDF)

Working hours: 21 hours per week (0.6 of full-time working week at CLDF)

Salary: £31,000 (pro rata'd to 0.6 role)

Responsible to: Chief Executive

Based at: Flexible working pattern, remote and hybrid working available with the periodic requirement for travel in the UK, including to CLDF Office, Birmingham.

Scope of role: UK-wide

Closing date: 9am, Tuesday 7th June 2022

Interview date: Tuesday 14th June 2022

Summary of role purpose:

The role of the Information and Awareness Lead at CLDF is to develop, maintain and disseminate range of information and resources about child liver disease, for young people, families, clinicians and the general public.

The postholder will be required to acquire and maintain a current awareness of research and clinical developments in the field of paediatric hepatology, and build relationships with partners who can support in the dissemination of information about child liver disease. This will include maintaining and developing CLDF's profile and relationship with healthcare professionals and professional bodies, taking responsibility for health information campaigns such as Yellow Alert. The role will interface with the public on behalf of CLDF and thus will require a high standard of professionalism and customer care.

About us

CLDF is a specialist UK-wide charity with a 40-year history of supporting families affected by child liver disease:

- We provide tailored practical and emotional support to children, young people and their families
- We advance research and raise awareness of child liver disease among the public and clinicians
- We are the leading voice advocating for families affected by child liver disease.

The information and Awareness Lead will join our friendly and supportive team of staff, trustees and volunteers.

- Every week 20 children in the UK are diagnosed with a life-threatening childhood liver disease
- There are over 100 different liver diseases that can affect babies, children or young people
- For most childhood liver diseases the cause is unknown and has no cure

As a children's charity, the well-being of children and young people is of paramount importance to us.

About you

You'll be a skilled communicator with a passion for using your scientific literacy to produce and disseminate high quality information which supports families, the public and clinicians to have a current and accurate understanding of medical conditions.

You'll be equally comfortable working collaboratively and independently, with a strong attention to detail and accuracy. You'll be ready and able to maintain and build new contacts and relationships with professionals across the UK on behalf of CLDF, raising awareness of child liver disease in order to save and improve the lives of children and families affected by liver disease.

If this sounds like you, we can't wait to hear from you.



Children's Liver
Disease Foundation

fighting childhood
liver disease

Benefits and working at CLDF



Holiday entitlement: Employees receive 28 days annual leave per year (three of which are to be taken during Christmas and New Year), in addition to the 8 statutory public holidays. With each year of service employees may accrue an additional day of annual leave entitlement, up to a total of 4 additional days.



Healthcare: We offer all employees enrolment on Westfield Health Foresight Health Plan, level 1. Dependent children can be added at no extra cost. There is the option to upgrade benefit level. Our employee assistance Programme provides employees additional support on problems which may be impacting their work/home life, health and wellbeing and is available 24 hours a day, 365 days a year.



Pension: We operate an auto enrolment pension scheme for all eligible job-holders, as is legally required. The charity's contribution is 3% and the employees' contribution 4%.



Life insurance: Our life insurance scheme covers each employee for a sum equal to double their annual salary.



Team: You'll be joining a team of passionate and talented colleagues who are quick to support one another and dedicated to improving the lives of children with liver disease.

Duties

Resource & Information Provision and Management

1. To manage the review and update of patient and parent resources, in line with Information review and development protocols. Working towards Patient Information Forum (PIF) Tick assessment for the UK-wide Quality Mark for Health Information (replaces Information Standard)
2. To respond to requests for health information and provide data on needs and key issues.
3. To manage the development of new patient and parent resources to include apps and child centred resources, including liaising with design/print agencies and app development companies.
4. To support professionals in the development of guidance, publications and advice regarding changes in the health environment that may affect those with a paediatric liver disease e.g., COVID-19. Communicating these updates via the CLDF website and social media platforms appropriate for the community.
5. To work with the colleagues responsible for social media and website management in the provision of patient and parent information via CLDF's websites and social media platforms.
6. To manage CLDF information campaigns e.g., Yellow Alert and support the communications team in their work with awareness programmes.
7. To contribute articles for CLDF publications and on-line sources, as required.
8. To liaise with the CEO and Office Manager (who provides administrative support to the research portfolio management) and take the outcomes of CLDF's research programme and work for creative and engaging dissemination.
9. To keep up to date with research findings in the field and disseminate information to supporters, ensuring it is readable and appropriate.
10. To maximise the use of resources and direct, manage and supervise volunteers to ensure the objectives of the role are met.
11. To ensure conformance with CLDF's values and brand guidelines.

Awareness & Promotion

1. To manage CLDF presence at relevant professional conferences and meetings.
2. To work with the Support and Communications teams to create awareness of paediatric liver disease and the work of Children's Liver Disease Foundation. Support the development of case studies to promote campaigns and for funding reports.
3. To work with the CEO to voice the needs of parents / carers, children, adolescents and adults diagnosed in childhood and provide information, as required.

Liaison & Team Working

1. To liaise and develop meaningful relationships with medical and allied healthcare professionals.
2. To assist the Head of Support and CEO in liaising and building effective and collaborative relationships with pharmaceutical industry partners, that will benefit those affected by a childhood liver condition.
3. To liaise and develop meaningful relationships with other relevant organisations and professional bodies.
4. To work with the Communications team to provide relevant advice, support, information, materials and articles for professional e-news and other supporter-based communications.
5. To liaise with research teams working on CLDF funded projects, as required.
6. To work with the Families and Young people's teams to develop appropriate, innovative and creative resources and projects to meet the needs of the groups.
7. To take part in off-site families and young people's projects and themed projects as required (very occasionally)
8. To take part in multi-disciplinary projects, as required.

General

1. To provide reports and data, as required.
2. To undertake administrative tasks relevant to the role.
3. To keep up to date with external developments within the sector, identifying innovative opportunities and advise on new and appropriate approaches for the charity.
4. To ensure that all information and awareness raising activities comply with current and relevant legislation and follow the best practice principles.
5. To engage in line management and personal development
6. To work to CLDF's policies and procedures

CLDF is a small flexible team, so the above list of responsibilities is not intended to be 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.

"It has been so lovely to have someone on the CLDF team who can really relate to what you are saying. It has been a great support knowing that they understand what you are going through and can help you with whatever you may need."



"Thanks for the information and understanding, we had got scared using google and didn't know a lot of things. It's nice to meet other families going through the same thing".

Person specification

Attributes	Essential	Desirable	Measured by
Knowledge / Qualifications	Educated to degree standard		Application/certificates
		Understanding of how illness affects families and the need to communicate effectively.	Application & Interview
	Understanding of the essential components of delivering public information programmes through a range of channels including digital media		Application & Interview
	Understanding of the delivery of healthcare in the NHS		Application & Interview
	Experience of communicating research findings		Application & Interview
	Experience of researching information and translating for lay audience use	Understanding of the components of safeguarding children and vulnerable adults	Application & Interview
Experience	At least two years' experience in delivering information services	Experience of delivering services via remote means – telephone, email, forums, social networking	Application & Interview
	Successful track record of implementing project work and the achievement of targets		Application & Interview
	Experience of working as part of a multi-disciplinary team	Experience of managing volunteers	Application & Interview
	Demonstrate experience in building and maintaining relationships		Interview
		Experience in voice, policy, influencing work.	Application & Interview
	Demonstrate knowledge of big picture in the provision of healthcare and support information and the NHS		Application, Interview & Exercise
Skills and Abilities	Numerate & IT literate		Application, Interview & Exercise
	Ability to write accurate records and reports		Interview
	Ability to manage time effectively, prioritise work and achieve deadlines and objectives		Interview & Exercise
	Ability to generate ideas and solutions		Interview & Exercise
	Excellent listening & communication skills – written & oral with a range of people		Interview & Exercise
	Ability to provide advice, information and support in a way which empowers		Interview
	Ability to assess and summarise accurately and effectively		Interview

Person specification (continued)

Attributes	Essential	Desirable	Measured by
	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 independently and with initiative		Interview
	Highly organised and methodical		Interview
	Ability to manage stock and budgets for information resources		Application and Interview
	Commitment to producing accurate and quality work		Interview
Personal Attributes and Qualities	Engaging, empathetic, enthusiastic and sociable		Interview
	Adaptable and able to view change positively		Interview
	Driven, energetic, confident and self-motivated		Interview
	Team player		Interview
	Friendly, open manner and open minded		Interview
	Prepared to work in a flexible way		Interview
	Unafraid to take on new situations and challenges		Interview
	Tactful & diplomatic		Interview
	Committed to innovative service development		Interview
	Commitment to completing safeguarding children training		Interview
	Committed to personal development		Interview
	Committed to the cause overall and able to see beyond the role and department		Interview
Circumstances	Able to travel throughout the UK and work irregular hours when required		Interview
	Valid UK driving licence		Copy to be provided
	Able to undertake occasional overnight stays when required		Interview
	Able to meet safer recruitment requirements via undergoing enhanced disclosure clearance from the Disclosure and Barring Service		DBS process

To apply, please complete our application form and equal opportunities monitoring form and return both to hr@childliverdisease.org. If you should need any further information please call 0121 212 6006.

Applications must be received by 9am, Tuesday 7th June 2022 in order to be considered by the recruitment panel. Interviews will take place on Tuesday 14th June 2022.

CLDF is an equal opportunities employer and welcomes applications from all sections of the community.