

Post: Children & Families Officer (0.8 FTE post)

Responsible to: Head of Support

Member of: Support Team

Significant relationships with: Young People's and Support Team
Communications Team
Fundraising Team
Information and Research Hub Manager

Basic Salary: £23,000 – £27,000 (pro rata)

Based at: CLDF Office, Birmingham

Scope of role: National

Requirements: Willing and able to travel to national clinics outside of Birmingham, a few times per month
Willing to undergo training
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 deliver activities and support for children, their siblings and family within CLDF's strategy and annual operational plans.

The role is to engage children and their families to access CLDF providing information, support and advice through a range of activities. These activities include developing, evaluating and reviewing key resources that support children to achieve their goals and aspirations.

This role also supports families to ensure that children up to the age of 11 have a positive educational experience through one to one support work with families.

The role also includes the creation of targeted activities that focus on creating a community of support which reduces social isolation and builds personal resilience as well as confidence in children, siblings and their families through themed activities at events as well as residential.

The role also requires the development of relevant resources including digital solutions that offer up to date support and information.

The role requires some weekend working for family events happening across the UK and travelling nationwide with ongoing face to face engagement with families via visits to hospital clinics within England, Wales and Northern Ireland. The role involves being a front-line representative for CLDF, its vision, mission and services to a broad range of stakeholders and be the provision of listening and signposting services.

Main Duties

Project planning, delivery and implementation

1. To implement the families plan within the CLDF business plan in conjunction with the multi-disciplinary team.
2. To deliver activities that reach children and their families across the UK including Northern Ireland.
3. To engage with children and their families through weekly hospital/clinic visits, as well as family events and residentials, establishing a relationship which provides support through a range of digital platforms, reaching children and their siblings.
4. To deliver support to children and their siblings through a range of communication devices. This includes conducting a basic assessment of family needs and identifying a plan to address their needs.
5. To evaluate and review resources for siblings up to the age 18. Engage siblings/parents in the ongoing evaluation and review of these resources and activities and how they are delivered.
6. Liaise with a broad range of agencies to assist children and their families to access the support they need.
7. To take a role in the delivery of CLDF's service designed to support families and remember children and young people who have died.
8. To assist in the development of materials and resources that support a positive experience for children within their educational setting. To evaluate and review educational resources provided and engage parents/educational settings in the ongoing evaluation and review of these resources.
9. To identify new and innovative opportunities to deliver and enhance CLDF's families support programme.
10. To direct, support and supervise volunteers at all levels on delivery of work programmes.
11. To contribute to the planning and implementation of the Support Team programme of events. To lead on the family event programme development and delivery group.
12. To ensure CLDF's information on advice and support is disseminated widely.
13. To evaluate and report on projects and resources where required.
14. To encourage stakeholders to be engaged with CLDF and recognise the importance of CLDF's fundraising and communications activity.

Administrative and Operational

1. Use CLDF'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.
6. To provide duty cover for the frontline support officers as required.

Communications, networking & promoting CLDF work amongst key external audiences

1. To identify other areas and agencies for the provision of children and family support and liaising and networking accordingly, as well as signposting.
2. To attend CLDF events and projects and make presentations as required.
3. To provide support and information on children and family services to internal and external stakeholders.
4. To nurture effective relationships with a range of other professionals, particularly relevant hospital staff.
5. To take an active role in the maintenance and development of relevant pages of CLDF's website.
6. To work with the Fundraising and Communications teams to provide opportunities to achieve CLDF 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. 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. This role requires the post holder to travel to national clinics outside of Birmingham, a few times per month. This will require travelling outside of normal office hours.

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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. The post holder will be expected to provide cover for colleagues, as directed by your line manager.
7. The post holder will be expected to ensure that all initiatives comply with current and relevant legislation, follow the best practice principles as appropriate for the charity and adhere to CLDF's Child Protection & Safeguarding Policy and Guidance for Safer Working Practice.
8. The post holder will be expected to keep up to date with external developments within the sector, identifying innovative opportunities and advise on new approaches.
9. This is a Display Screen Equipment (DSE) user regulated post.
10. 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.
11. This role will come under the monthly one to one review programme together with an annual performance review.

Performance Management

Performance will be assessed by means of a formal monthly progress review with the Support Team Leader as well as review of performance in group projects and other CLDF activities. Specific areas of measurement will be as follows:

1. The quality, efficiency, effectiveness, efficiency and impact of family support activity relative to this job description.
2. The achievement of objectives and targets and the contribution to the overall objectives of CLDF.
3. The evaluation of the service from the client and other users groups.
4. The ability to work within a team and the development of effective and constructive relationships with the team.
5. The strength, maintenance and development of effective relationships with families, external stakeholders and supporters.
6. The degree of initiative, general approach and attitude towards the role.
7. The quality and timeliness of projects, reports and other work.
8. The added value generated for CLDF through the performance and delivery of the role.

9. The ability to relate to CLDF’s values and mission.

Person Specification

Attributes	Essential	Desirable	Measured by
Knowledge / Qualifications	Standard qualification at a minimum in an area relevant to work with children and families	Relevant (and respected) formal counselling qualification or Educated to degree level in relevant field	Application and certificates
	A thorough understanding of the range of factors that impact on families and child development		Application and certificates
	A thorough understanding of the pressures and stress having a sick child and its impact on both the child and family life	Significant experience of providing support to families	Application and Interview
	Thorough understanding and knowledge of the essential components of safeguarding children and vulnerable adults		Application and Interview
	Knowledge of current legislation regarding Special Educational Need and Disabilities SEND legislation as well as Educational Health Care plans		Application and Interview
Experience	Experience of working in a family support capacity within the voluntary sector and taking a holistic view in supporting families	Experience of delivering services via remote means – telephone, email, forums, social networking	Application and Interview
	Experience of undertaking assessments of families and planning and implementing individual plans of work		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	Demonstrate experience in building and maintaining relationships	Application and Interview
	Experience of working as part of a multi-disciplinary team		Application, Interview and Exercise
	Experience of supporting children and families with special educational needs and disabilities (SEND)		Application Interview
	Experience of using a range of evaluation and feedback mechanisms in relation to providing evidence of outcomes to funders		Application and Interview

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Attributes	Essential	Desirable	Measured by
Skills and Abilities	Numerate & IT literate		Application, Interview and Exercise
	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		Interview
	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 quality work		Interview
Personal Attributes and Qualities	Engaging, empathetic, enthusiastic and sociable		Interview
	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
Circumstances	Ability to work out of office hours		Interview and application
	Able to travel throughout the UK and work irregular hours, as 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 overnight stays when required for events etc		Interview

Benefits

- Salary range £23,000 - £27,000 FTE (£18,400 – £21,600 pro rata for 4 days per week) 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.
- Ability to take additional 5 days unpaid annual leave in your first 5 years (up to the maximum 25 days).
- Death in service benefit – twice annual salary.
- CLDF operates an auto enrolment pension scheme for all eligible job holders, as is legally required. Current contributions are 3% for the employer and 4% for the employee, rising on a phased basis determined by the government. The scheme is with Royal London.
- 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.

December 2019