

## VACANCY

# Care Services Development Assistant

<b>Department:</b>	Care Services
<b>Reports to:</b>	Equipment Loan Services Manager
<b>Designation:</b>	Fixed Term Contract – 6 Months (5)
<b>Salary:</b>	Up to £10.00 per hour dependent on experience
<b>Hours:</b>	16 hours per week (additional hours may be required)
<b>Benefits / Equipment:</b>	Annually 28 days holiday inc. Bank Holidays (90 hours) Access to Newlife Pension Scheme Staff discount, following 12 weeks service Access to Childcare Voucher Scheme Health Cash Plan at level 1, post probation 1 week company sick pay pro rata

### **About Newlife:**

Newlife's mission is to save and change the lives of disabled and terminally ill children, across the UK.

We have over 25 years of success and we continue to help disabled children and their families, by funding:

- Free national Nurse manned helpline
- Specialist equipment grants
- Emergency equipment loans
- Child health research
- Action to campaign for change
- A 'training into work' opportunity for disabled adults
- Environmental protection

You can find out more about Newlife the Charity for Disabled Children by visiting our website:  
[www.newlifecharity.co.uk](http://www.newlifecharity.co.uk)

### **Post Summary:**

The work of Care Services is at the heart of all Newlife stands for and is the main point of contact for parents/carer's, health professionals and equipment providers seeking up to date information and support on Newlife's equipment loan services.

This post is responsible for giving vital family liaison support to the Care Services Department, primarily regarding Newlife's Equipment Loan Comfort Capsule service in first instance, but the successful applicant will also be required to support other loan services as required within this new role.

Newlife is committed to listening and responding to the needs of families, as well as working alongside professionals. Feedback is vital to improving our services and so the ability to analyse and structure data is a requirement of the role. A considerable amount of time will be spent working on a PC and using the telephone as a point of contact to families and professionals.

The successful candidate will have exceptional verbal communication skills and will be required to engage and communicate with both families and professionals in a caring and sensitive manner in order to gain the feedback we need to shape this valued service moving forward. It requires a pragmatic approach ensuring that a consistently high level of service is provided to the families we support whilst demonstrating Newlife's values. The successful candidate must be compassionate in their approach to the work and driven by a passion for family support – particularly for those caring for children with life-limiting and terminal illness.

If you feel you have the essential (must have) requirements and can also demonstrate a significant number of points from the desired (could have) requirements shown, please apply.

### **Essential Requirements:**

- Proven communication skills, capable of and comfortable in engaging and responding with those caring for children with life-limiting and terminal illness; having the skills to adapt the style of communication according to the needs of each individual situation.
- Previous experience in working with children and families in a caring and sensitive manner, ideally experience of supporting families through terminal illness or bereavement.
- A knowledge of guidelines and standards of service involved in end of life care.
- Being resilient and able to respond proactively to the variable demands upon our equipment loan services.
- The ability to work with discretion and integrity in order to establish trust with families and professionals.
- An understanding of relevant data protection and safeguarding policies.
- The ability to work with a team to achieve what is required.
- Passionate, enthusiastic and self-driven individual.
- The ability to organise and prioritise your own time effectively, even when under pressure, and support others to do the same.
- A sound knowledge of relevant IT/computer skills and be experienced in using Word, PowerPoint, Excel, Access and the Internet.
- Care and attention to detail within all elements of work undertaken.
- A commitment to be part of the culture that makes Newlife so successful.

### **Desirable Requirements:**

- Ability to multi-task and use initiative.
- Previous experience of working for a charity or health/social care authority or any organisation involved in end of life care/bereavement.
- Experience in working within a project with relevant data analysis and reporting skills would be beneficial.

### **Primary Responsibilities:**

In respect of Newlife you will have responsibility for through contact with families and professionals:

- Work closely and cohesively primarily with the Equipment Loan Services Manager and Consultant Nurse and the Care Services Administration Team Manager to ensure that professional, accurate and timely support is consistently provided.
- Ensure that accurate records are maintained, and related data is reported within required timescales.
- Ensure all calls are recorded onto the Care Services database and shared with relevant internal parties.
- Pro-actively support the work of colleagues within the care services department on a daily basis.
- Maintain regular contact with families and professionals establishing effective working relationships, gathering relevant feedback.
- Willing to explore the needs of professionals and families enabling necessary improvements in general awareness and also quality of service offered to families.
- Gather, sort, analyse and report relevant data to assist in service improvements.
- Abide by data Protection and Safeguarding policies and regulations.
- Observe and comply with Care Services procedures.

**Additional Responsibilities / Expectations:**

- Work in accordance with all internal policies and procedures.
- Adhere to all Health and Safety policies and procedures and use all equipment in a safe and appropriate manner.
- Always compassionate and deserving of trust.
- Willingness to train and develop as required.
- Willingness to commit to our policies around equality and diversity.
- The commitment to be part of the culture of what makes Newlife different and successful.
- Ability to build good appropriate relationships with people at all levels while maintaining confidentiality and respect of your colleagues.
- Any other duties as required from time to time.

**Notes:**

All offers of employment will be made subject to satisfactory references being received.

All Newlife roles are subject to a 6 months probationary period.

**Our Values:**

- Always compassionate and deserving of trust - in all we do.
- Making things happen - for those we serve.
- Leading in our field - to make things better.
- People at our heart - every day.

**Interested?**

Find out more about Newlife by visiting [www.newlifecharity.co.uk](http://www.newlifecharity.co.uk) and [www.newlifestores.co.uk/landing/](http://www.newlifestores.co.uk/landing/) or see what current employees say by visiting [www.newlifecharity.co.uk/docs/about/employment.shtml](http://www.newlifecharity.co.uk/docs/about/employment.shtml)

**To apply:**

Submit a Newlife Application Form which is available from our website, by calling The People Team (01543 431495) or by visiting the SuperStore in Cannock, via online submission, by email to [peopleteam@newlifecharity.co.uk](mailto:peopleteam@newlifecharity.co.uk) or by post to Newlife Centre, Hemlock Way, Cannock, Staffs, WS11 7GF. Alternatively you can send us your CV.

If you have any problems with completing the application form or would like further information please email or call the People Team.

Newlife the Charity for Disabled Children is an Equal Opportunities Employer and a Disability Confident Employer.

**Other Info:**

Newlife the Charity for Disabled Children - Registered Charity Number: 1170125 in England & Wales

