

Care Services Emergency Care Facilitator

Department: Care Services Department
Reports to: Consultant Nurse
Direct Reports: None
Designation: Permanent (4)
Salary: £13.00 per hour
Hours: 37.5 hours (additional hours according to operational need)
Benefits / Equipment:

Annually 30 days holiday inc. Bank Holidays (225 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

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
- Equipment grants
- Emergency equipment loans
- Play Therapy Pods and Comfort Capsules
- 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

Post Summary:

The work of this department is key to everything that the charity stands for and is the main point of contact for parents/carers, health professionals and equipment providers seeking up to date information and support on Newlife's equipment loan services. This post is responsible for progressing the provision of life-changing, and often life-saving, equipment to children with disabilities and providing family support within the Care Services Department, specifically related to the service that provides Emergency Equipment Loans.

The successful candidate will have extensive experience within child health and/or social care service delivery and an ability to demonstrate experience through delivery of emergency care to families through provision of equipment within 72 hours. This will include liaison with families, professionals and equipment suppliers with close monitoring of logistic arrangements. In addition, this role requires a very practical approach to ensuring that a consistently high level of service is provided to the families we serve by working with the Care Services Team. They must be able to demonstrate excellent communication skills, and an ability to engage efficiently

and effectively with people. They must be compassionate in their approach to work and driven by a passion for ensuring child health and safety through provision of the right equipment at the right time.

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:

- Relevant experience/qualifications – we are seeking a qualified health or social care professional capable of providing child-centred and family-focused care.
- Excellent verbal and written communication skills.
- Excellent understanding of, and ability to apply, compassion at all times
- Ability to multi-task, prioritise, plan work and use initiative.
- A proven track record in accurate record keeping in a timely manner.
- Attention to detail in all aspects of the work undertaken.
- Confidence with using database systems, emails and use of computer equipment.
- Competent IT/computer skills and be experiences in using Word and Excel, Access and the Internet.
- An excellent understanding of the importance of confidentiality and data protection.
- The ability to work with a team to ensure a time sensitive response to the emergency need for equipment, while maintaining a caring, friendly and approachable manner.
- The ability to respond proactively to the variable demands upon our emergency equipment loan service.
- Be a passionate, enthusiastic and self-driven individual.
- An ability to organize and prioritise your own time effectively, even when under pressure, and support others to do the same.

Desirable Requirements:

- Experience of child safeguarding principles and practices.
- Experience of working with, or providing, community equipment.
- Previous experience of working for a charity or health/social care authority.
- Experience in externally representing and marketing caring services to key audiences.

Primary Responsibilities:

In respect of Newlife you will have responsibility for:

- Supporting families and professionals to understand the emergency equipment loan service.
- Progressing applications for emergency equipment loan provision, and assessing availability of equipment to enable an emergency response through the service.
- Interviewing families and supporting professionals to capture any missing or additional information needed to progress a loan.
- Associating the cost of an emergency equipment loan to an application and preparing paperwork for authorisation.
- Keeping accurate communication/contact records securely and create them in a timely manner to support timely provision and response to issues before, during and after the loan period.
- Maintaining up-to-date knowledge regarding the health and safety needs of children with disabilities and terminal illnesses.
- Ensuring reflective practice is undertaken to support service delivery and improvements.

Additional 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 and www.newlifestores.co.uk/landing/ or see what current employees say by visiting 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 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

