

## VACANCY

### Care Services Nurse

**Department:** Care Services

**Reports to:** Newlife Consultant Nurse

**Designation:** Permanent (3)

**Salary:** £11.20 to £16.00 per hour depending on experience

**Hours:** 35 hours per week

**Benefits / Equipment:**

Annually 31 days holiday inc. Bank Holidays (186 hours)

Access to Newlife Pension Scheme

Staff discount, following 12 weeks service

Access to Childcare voucher scheme

Health Cash Plan at level 2, post probationary period

Two weeks company sick pay (pro rata)

Allocated parking permit

Cost of NMC registration reimbursed

**About Newlife:**

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

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

- Free national Nurse manned helpline
- Specialist equipment grants
- Emergency equipment loans
- Funding child health research
- Taking action to campaign for change
- Operating a 'training into work' opportunity for disabled adults
- Protecting the environment

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:**

Are you an experienced registered nurse who is looking to make a real difference to the lives of disabled and terminally ill children in the UK? Do you have a caring, empathetic personality and experience at working closely with vulnerable families? This is the ideal person we are looking for to join our dedicated nurse team within our Care Services department.

Working as a nurse at Newlife, you will be part of a team that really does change lives on a daily basis. No two days will ever be the same within this fast paced department as our nurse's work closely with families and external professionals to ensure that the child and family's needs are met.

This person will work on our dedicated, informative nurse helpline, speaking to families who often have nowhere else left to turn, providing information on conditions, on how to access key services within the NHS and other support organisations. This nurse will be the friendly listening ear on the other end of the phone providing support at all times.

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:**

- A recognised nursing qualification and still be registered with the Nursing and Midwifery council (NMC).
- Knowledge of childhood disabilities including birth defects and syndromes.
- The ability to be caring and passionate about really changing the lives of disabled and terminally ill children and their families
- The ability and experience at speaking to vulnerable families on the phone (or other media) with empathy, providing support and information.
- Excellent communication and listening skills to be able to meet the individual needs of all families.
- The ability to be a team player within this fast paced, caring department; often working together to provide solutions to help families.
- A confident, enthusiastic personality who is individually sensitive to the challenges and fears families face.
- The ability to organise and prioritise your own time effectively even when under pressure.
- The ability to assess the level of need and act accordingly, fast tracking an application due to change in needs of child/family circumstances. For example if the child cannot leave hospital without appropriate equipment,
- Experience at filling in reports and keeping accurate records regarding confidential child/family information.
- The ability to work holistically, working with all individuals within the care services team to facilitate all equipment grant and loan enquiries
- An understanding of databases, including the ability to input confidential records onto a database.
- Good I.T skills including ability to research online, send and respond to emails and speak to families on our online 'nurse chat' service.
- Experience in using Word, Access and the Internet.
- The flexibility to work additional hours where necessary to meet the level of demand

### **Desirable Requirements:**

- Experience of working in a role where knowledge of childhood disabilities (birth defects and syndromes) was necessary.
- Experience of working within a relevant field such as midwifery, Special care baby unit (SCBU), paediatrics, learning/behaviour disability teams, health visiting, community children's nursing teams etc.
- An understanding of the complete picture surrounding childhood disability, from services available to how to access a key worker for a family and everything in between.

### **Primary Responsibilities:**

In respect of Newlife you will have responsibility for:

- Speaking directly to families and professionals as a first contact, providing information and support where necessary via telephone, live chat or email.
- Responding effectively to all enquiries in a timely fashion.
- Carrying out research on specific disabilities, conditions, and syndromes from both internal and external sources.
- Taking enquires about Newlife's equipment grant service, Emergency Equipment Loans, Play Therapy Pods, Comfort Capsules and Newlifeable
- Making families and Professionals aware of Newlife's comprehensive services.
- Signpost families/professional to other relevant support groups/organisations where necessary.
- Ensuring Equipment grant applications are complete on arrival
- Assessing each application for their individual need and urgency.
- Speaking to all families, ensuring applications meet essential criteria.

- Speaking to professionals to ensure that the equipment provided meets the individual needs of the child and family.
- Providing attendance at relevant events to promote the work of the Charity and the Care Service Department.
- Keeping all relevant databases up to date with current communications.
- Pro-actively support the work of colleagues within the department on a daily basis and provide cover in support of absence and holidays.
- Providing regular reports and update on all activities as required.
- Attending appropriate meetings and training in support of the achievement of the aims of the charity and own personal development.
- Taking responsibility for own continuous professional development, maintaining registration requirements.
- Creating and maintain accurate records, ensuring confidentiality and professionalism are maintained at all times.

### **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 the 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 or by calling The People Team (01543 431495) or by visiting the SuperStore in Cannock, via online submission, via email to [peopleteam@newlifecharity.co.uk](mailto:peopleteam@newlifecharity.co.uk) or via the 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 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

