

VACANCY

Care Services Nurse

Department	Care Services	Reporting to	Newlife Consultant Nurse
Salary	£11.20 - £16.00 per hour depending on experience	Direct Reports	None
Hours	35 hours per week	Designation	Permanent – Post Holder (3)
Benefits	<ul style="list-style-type: none"> ➤ 31 days holiday (217 hours) inc Bank Holidays pro rata for part time employees ➤ Access to Newlife Pension Scheme ➤ Staff discount from 12 weeks ➤ Access to Childcare Voucher Scheme (where applicable) ➤ Health Cash Plan at level 2 upon completion of probationary period ➤ Cost of NMC reimbursed ➤ 10 days Company Sick Pay, pro rata for part time staff ➤ Allocated parking permit for free onsite parking 		
Conditions	<ul style="list-style-type: none"> ➤ Essential criteria must be met ➤ Appropriate, acceptable employment references must be supplied ➤ Successful completion of 26 week probationary period ➤ DBS check required 		
Equipment	<ul style="list-style-type: none"> ➤ N/A 		

About Newlife:

Simply put, Newlife's mission is to change lives; to change the lives of those we so passionately serve. Newlife exists because there are an estimated 1 million disabled children in the UK today, many need help and support. We believe that disabled, terminally ill children and their families deserve to have:

- The vital equipment they depend on. Such equipment makes a real difference to the daily lives of disabled, terminally ill children and their families, giving them the quality of life they deserve. What's more we believe that disabled children should get this equipment when they need it which is why Newlife runs the UK's only emergency service. This service provides equipment to children who are in urgent need of equipment because they are unsafe, suffering needless pain or are terminally ill, often delivering across the UK within 72 hours. Newlife is now the UK's largest charity provider of this specialist equipment for disabled and terminally ill children.
- A trusted, confidential service that families can turn to. Newlife's free national helpline and online chat service is run by qualified nurses and supported by other dedicated healthcare professionals providing information and support when it is really needed.
- Real hope for the future. Newlife funds pioneering Medical Research at leading UK Hospitals and Universities, to identify anomalies in genes that cause birth defects, to

find new treatments and to find new techniques which may, in the future, prevent these devastating conditions from ever occurring.

- A voice. Newlife campaigns for change to get a fairer deal for families with disabled children. Many parents feel they have an uphill battle to get the support they need. Newlife helps give them a voice on important issues to overcome isolation and seek out improvements. Newlife highlights important issues and campaigns for change at both national and local government level.

Known for our commitment, integrity, passion, creativity and compassion, Newlife is the UK's leading child health and research charity. Our vision is to ensure that children with disabilities or terminal illness and their families are fully supported, have the assistance they need, have health improved and that decision makers understand and respond to their needs.

You can find out more about Newlife the Charity for Disabled Children by visiting our website: 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 families needs are met.

This person will work on our dedicated, informative nurse helpline, speaking to families who often have no-where 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.

This nurse will also have responsibility for taking enquiries about Newlife's equipment grant service, Emergency Equipment Loans, PTP's and Newlifeable Comfort Capsules. They will interview families and professionals to understand the urgency and individual needs of the child and family before ensuring that all applications meet our essential criteria. They will routinely speak to professionals such as O.T's and Physio's to ensure that the equipment provided meets the individual needs of the child and family.

We are looking for someone who is passionate about making a real difference, who has an understanding of what families of disabled and terminally ill children are going through and is both caring and professional when speaking to families and professionals on a day to day basis.

Every day our care services departments sees the real impact that having the right equipment at the right time can have on the live of a disabled child and their family. Our nurses support families in devastating circumstances, when sadly a child is terminally ill or has died.

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: You must have:

- 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.
- Some relevant 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
- Honesty – in all you do.

Desirable Requirements: You could have:

- 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.
- You will ideally be a band 6 nurse.

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.
- Responding effectively to all enquiries in a timely fashion.
- Carrying out research on specific disabilities, conditions, and syndromes from both internal and external sources.
- 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.
- 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.
- Any other duties as required from time to time.
- 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.

Applications:

Should be by completion of a Newlife Application Form, available as a free download from our website, by calling The People Team or by visiting the SuperStore in Cannock.

CVs may be attached, but we do not accept CVs alone.

Equal Opportunities:

Newlife the Charity for Disabled Children is an Equal Opportunities Employer.

Contact Details:

Head Office: Newlife Centre, Hemlock Way, Cannock, Staffs, WS11 7GF.
Tel: 01543 468888.

Email address: peopleteam@newlifecharity.co.uk

Web address:

www.newlifecharity.co.uk

Other Info:

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

