

## VACANCY

### Emergency Equipment Loan Services Coordinator

<b>Department</b>	Care Services	<b>Reporting to</b>	Newlife Consultant Nurse
<b>Salary</b>	£13.00 to £14.00 per hour dependent on experience	<b>Direct Reports</b>	None
<b>Hours</b>	9am – 5pm Mon- Fri with flexibility to work amended hours on Wednesday 11am to 7pm as required. 37.5 hours per week	<b>Designation</b>	Temporary Maternity Cover
<b>Benefits</b>	<ul style="list-style-type: none"> <li>➤ 25 days holiday plus Bank Holidays, pro rata for part time employees.</li> <li>➤ Access to Newlife Pension Scheme.</li> <li>➤ Staff discount after 12 weeks service.</li> <li>➤ Access to Childcare voucher scheme.</li> <li>➤ Medicash Level 2 upon completion of probationary period.</li> </ul>		
<b>Conditions</b>	<ul style="list-style-type: none"> <li>➤ Essential criteria must be met.</li> <li>➤ Appropriate, acceptable employment references must be supplied.</li> <li>➤ Successful completion of 26 week probationary period.</li> <li>➤ Post is subject to regular review in accordance with Company policy.</li> </ul>		
<b>Equipment</b>	<ul style="list-style-type: none"> <li>➤ Lanyard</li> </ul>		

#### 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.

### **Post Summary:**

A new post has arisen for maternity cover within our Care Services Department for an Emergency Equipment Loan Services Coordinator due to demand for these urgent services. The post holder will be responsible for coordinating all Emergency Equipment Loan enquiries within the department.

You will join our clinical team (Nurses and other professionals) who work daily with families via our Helpline and through application to our various equipment grants and Loans services. The role will also play a key part in communicating with community based professionals and liaising with families who have a child who is disabled, life limited or terminally ill.

We need someone who is a great communicator as the role will involve conducting interviews by phone with the families and community based professionals' across the UK to support the provision of Emergency Equipment Loans. Full training will be given.

If you feel you have the essential requirements and can also demonstrate a significant no. of points from the desired requirements shown, please apply.

### **Essential Requirements: You must have:**

- Relevant experience / qualifications – we are seeking a qualified health or social care professional with child-centered and /or family liaison experience.
- Great verbal and written communication skills.
- Confidence in using database systems, emails and use of computer equipment.
- Ability to quickly and accurately capture details and create records.
- The skills and ability to follow procedures and pathways related to the work
- Ability to maintain professional confidentiality levels.
- Ability to work as part of a team.
- A caring, friendly and approachable manner.

### **Desirable Requirements: You could have:**

- A clinical qualification and be an experienced Clinical Professional with relevant paediatric experience.
- A working knowledge of specialist paediatric equipment.
- Previous experience of working for a not for profit organisation.

### **Primary Responsibilities:**

In respect of the charity, you will have responsibility for:

- Managing all Initial Emergency Equipment Loan enquiries that come into the department through to completion.
- Interviewing by telephone and liaising by email with two main groups: families with disabled, life limited or terminally ill children and also with community based professionals, across the UK to support the Emergency Equipment Loans process.
- Accurately capturing details and creating records of the support provided and details of loans discussed.
- Liaising with suppliers to ensure Equipment Availability Logs are up to date.
- Overseeing necessary Equipment repair needs.
- Working with the Care Services Administration team to ensure timely and sometimes sensitive equipment provision and collection.
- Ensuring Data Protection Principles and Policies are adhered to.

#### **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](mailto:peopleteam@newlifecharity.co.uk)

#### **Web address:**

[www.newlifecharity.co.uk](http://www.newlifecharity.co.uk)

#### **Other Info:**

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

