

## VACANCY

# Play Therapy Pod Facilitator

<b>Department:</b>	Care Services
<b>Reports to:</b>	Equipment Loan Services Manager
<b>Direct Reports:</b>	None
<b>Designation:</b>	Temporary – 1 year fixed term contract (7)
<b>Salary:</b>	National Minimum Wage
<b>Hours:</b>	30 hours per week
<b>Benefits / Equipment:</b>	Annually 28 days holiday inc. Bank Holidays (168 hours) Access to Newlife Pension Scheme Staff discount, following 12 weeks service Health Cash Plan at level 1, after 3 years' service

### **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:**

Working for Newlife the Charity for Disabled Children and based at Newlife's Market Place, this role will work directly in support of the Newlife's Equipment Loans Service specifically in relation to Play Therapy Pods.

The Newlife Play Therapy Pod Service provides children and families the opportunity to loan specialist toys for a period of 12 weeks. In order to continue to provide a high standard of service and be able to manage growing service demands, it is essential that the boxes are retrieved and serviced quickly and efficiently, this will include some PAT testing on appropriate items. Therefore this role provides essential support to the service by processing the pods and related contents.

This role will require someone with effective communication skills who can show professional awareness, self-confidence and the ability to work in a methodical way.

You will have an understanding of health and safety and a passion for making a difference to disabled and terminally ill children across the UK.

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 proven working knowledge of health and safety legislation.
- Portable Appliance Testing (PAT) certification or be willing to undertake this qualification.
- Experience relevant to this work, for example quality inspection.
- Great communication skills and be able to engage with colleagues and external contacts.
- Good IT skills with knowledge of Microsoft Office packages.
- Be well organised and have an ability to carry out administration tasks related to the role.
- Motivation and ability to work on your own initiative to further the success of the role.
- Great attention to detail to ensure a good standard of quality and accuracy in all that you do.
- Be aware of and have an understanding of the confidential nature of the work and essential data protection requirements of the role.
- A 'can do' attitude and dedication to achieve.
- Ability to plan and prioritise work and initiate review.
- Good numeracy and literacy abilities.

### **Desirable Requirements:**

- Knowledge and ability of facility and product security.
- The commitment to be an effective team player to support and develop within the existing equipment loans and care services team.
- Prior experience of working for a charitable organisation.
- Prior experience of working with couriers.

### **Primary Responsibilities:**

In respect of Newlife you will have responsibility for:

- Receiving incoming Play Therapy Pods from couriers and update the appropriate internal systems in a timely manner.
- Inspecting, cleaning and sanitising toys and equipment and make good for re-loan including PAT testing and battery replacement.
- Identifying equipment requiring re-order whilst liaising closely with colleagues to ensure pods are ready for re-loan in a safe and timely manner.
- Selecting replacement toys where necessary, which are relevant to the category and age range of specific pod in accordance with training provided.
- Checking the family information packs to ensure that all instructions are present, adding new security seals and Newlife service documents.
- Creating supporting documents for processing of pods and forward these and any other relevant information to Loan Services Administrator.
- Checking the logistics tracker daily to ensure that outgoing boxes are sorted and prepared for collection by courier.
- Receiving checking organising replacement /development stock at Market Place whilst maintaining systems to enable appropriate access to this stock for pod development.
- Keeping all work areas clean, safe and tidy.

### **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

