

Childhood Eye Cancer Trust

Recruitment pack
Support Worker

About The Childhood Eye Cancer Trust



The Childhood Eye Cancer Trust (CHECT) is a UK charity dedicated to helping people affected by retinoblastoma (Rb), a rare form of eye cancer. We:

- Provide support and information to families and individuals.
- Fund research into the prevention and treatment of retinoblastoma.
- Raise awareness among health professionals and the public.
- Influence policy to improve services for patients.

We have been helping families for more than 30 years and we know that when a child is diagnosed, it can be a distressing and frightening time for everyone. We understand that for some people retinoblastoma can have a long term impact and we offer lifelong support for anyone affected – from diagnosis to adulthood.

We are here to help.

For more information please visit www.chect.org.uk

“Thank you for your interest in this important position at the Childhood Eye Cancer Trust. Supporting individuals and families affected by retinoblastoma is at the heart of everything we do and the successful candidate will play a crucial role providing the highest levels of help and support to those who need it most.

Please don't hesitate to contact us if you need any additional information and we very much look forward to receiving your application.”

Patrick Tonks - Chief Executive



Support Worker



Post:	Support Worker
Reports to:	Support Service Manager
Place of work:	Birmingham
Hours:	3 days, 22.5 hours per week
Salary:	£26,000-£30,000 (pro rata)
Terms of employment:	Permanent
Benefits:	Contributory Pension scheme 25 days annual leave plus public holidays (pro rata)
Start Date:	October 2019

This is an exciting opportunity to join the Childhood Eye Cancer Trust (CHECT), a small, dynamic charity committed to supporting families and individuals affected by retinoblastoma (Rb). We are looking for an experienced and committed professional to work with families, children and individuals, providing support and information from diagnosis, throughout treatment and beyond.

You will do this through face-to-face contact along with email, telephone and relevant social media platforms. You will provide emotional support, practical advice, opportunities for members to meet with each other as well as signposting to additional information on finances, benefits and specialist support from partner organisations. You will work closely and integrate professionally with the specialist team at the Birmingham Women's and Children's Hospital.

You will have significant experience in supporting families and a relevant qualification in health, education or social care. We are looking for a self-starter, with exceptional empathy and direct experience of working with families with a child with varied and serious needs. Professional, with excellent communication and interpersonal skills - you will also have significant experience of establishing strong working relationships with other professionals.

This is a challenging and highly rewarding role at the heart of the services provided by the charity. It provides an excellent opportunity for an experienced and committed individual with exceptional support skills who will continue our work providing the highest levels of support for individuals and families impacted by this aggressive eye cancer.

For further details please see the following Job Description and Person Specification.

To apply, please, email recruit@chect.org.uk with your CV **and** a covering letter outlining how your skills and experience match the role. The deadline for applications is 12th July 2019, however interviews will be held for the most qualified candidates as soon as possible so please do not delay your application.



Job Description



Post objective:

To support families and individuals affected by retinoblastoma (Rb) to reduce the social, emotional and practical impact of the diagnosis and treatment.

Key areas of work:

- Support for families with a child undergoing treatment and regular appointments under general anaesthetic
- Support for families where the child is seen in outpatient clinics
- Support for teenagers and young adults after Rb
- Support for adults after Rb
- Information and signposting
- Partnership working

Responsibilities:

- Offering support to all families and individuals affected by Rb through face-to-face contact at day care and outpatient clinics and hospital wards.
- Establishing good working relationships with the multi-disciplinary teams, working together to provide excellent, family focused care.
- Providing regular telephone, letter, e-mail and Facebook support to families between hospital visits during and after treatment.
- Responding to email and telephone requests for information made via the Trust's website, seeking advice from clinicians when necessary.
- Providing support by putting families in touch with each other when needed.
- Directing families to appropriate agencies for additional help as necessary.
- On occasion, providing emotional support during meetings with clinicians.

- Liaising with medical staff and other agencies on behalf of families when appropriate.
- Attending and contributing to the planning of family events.
- Engaging with teenagers, young people and individuals affected by Rb and working with colleagues to continue the development of services which address their specific needs.
- Ensuring the support services meet the agreed quality standards.
- Contributing to the production of newsletters.
- Reviewing CHECT fact sheets, seeking information from relevant health care professionals.
- Working closely with the Rb service multi-disciplinary teams and other associated agencies to support the continuing quality of services provided to those affected by Rb.
- Attending relevant events and training to improve knowledge of issues relating to the service.
- Establishing an ongoing network of contacts with other agencies working in the sector.
- Contributing to the success of the overall aims of the charity.
- Any other duties that may be required which are consistent with the nature and seniority of the post.

This job description is a reflection of the present position and is subject to review and alteration in detail and emphasis in the light of future changes or development.

This post is subject to an enhanced DBS check upon appointment.



Person Specification

Criteria

Essential / Desirable

Education and Training

Relevant qualification in education, health or social care	Essential
Listening/counselling skills training	Desirable
Knowledge of the voluntary sector	Desirable

Experience

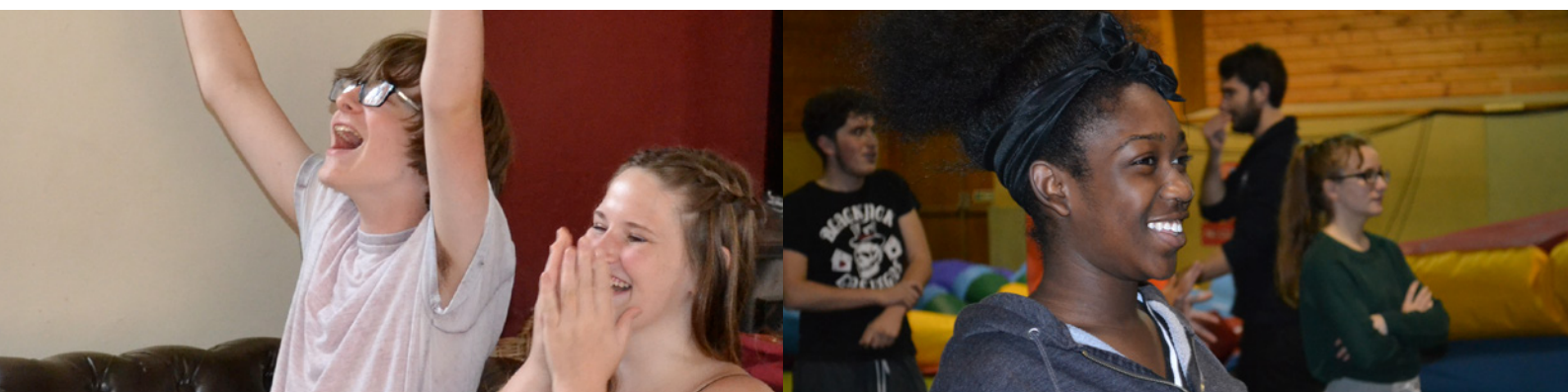
Professional experience of providing support to families in a crisis situation	Essential
Employed experience of working with and providing services to children, teenagers, adults and families	Essential
Experience and knowledge of safeguarding practices and procedures	Essential
Using up to date IT skills, Microsoft products and social media experience	Essential
Experience of managing a large workload, complex tasks and responding to changing priorities	Essential
Working with and supporting a small team	Desirable

Skills

Ability to engage in direct work with children, young people and families	Essential
Understanding of the needs of families with a child with a serious health condition	Essential
Understanding of the needs of children/adults with a visual impairment	Desirable
Excellent interpersonal skills with a friendly approach conveying professionalism as well as sensitivity and empathy	Essential
Enhanced listening skills	Essential
The ability to work with people of all ages and from all backgrounds	Essential
Ability to work under pressure, manage time effectively, prioritise and work to deadlines	Essential
Excellent written and verbal communication skills	Essential
Resilience and the ability to cope calmly with difficult situations	Essential
Ability to research and maintain knowledge of local services for families	Essential
Database skills	Desirable

(Training will be given)

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General

Self-motivated, creative and practical, able to work on own initiative	Essential
Committed to the purpose of CHEET and adherence to professional practice standards and legislation, including confidentiality, safeguarding, equality, diversity and inclusion policies	Essential
A willingness to be flexible in role and tasks	Essential
Confident and enthusiastic, highly motivated, a good team player	Essential
Able to work occasional evenings/weekends for which TOIL will be given	Essential
Ability to maintain accurate and up-to-date records	Essential



How to apply

To apply, please, email recruit@cheet.org.uk with your CV **and** a covering letter outlining how your skills and experience match the role.

The deadline for applications is **12th July**, however we will be calling the strongest candidates for interview as soon as possible so please do not delay your application.