

Childhood Eye Cancer Trust

Recruitment pack
Support Service Manager

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. 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 Service Manager



Post:	Support Service Manager
Reports to:	Chief Executive
Place of work:	London office/Hospitals/Home
Hours:	4 Days/30 hours per week
Salary:	£34,000-£36,000 dependent on experience (pro rated to £27,200-£28,800)
Terms of employment:	Permanent
Benefits:	Contributory Pension scheme 25 days annual leave plus public holidays (pro rata)
Start date:	January 2022

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 lead the delivery and ongoing development of our work with families, children and individuals, providing support and information from diagnosis, throughout treatment and beyond.

This is currently achieved through face-to-face contact along with email, telephone and relevant social media platforms. The support team of three staff, a support worker in the Royal London Hospital (RLH) and a support worker in Birmingham Women's and Children's Hospital (BWCH) plus the support service manager, provide emotional support, practical advice, opportunities for members to meet with each other as well as signposting to additional information and specialist support from partner organisations. You will work closely with the specialist teams at the Birmingham Women's and Children's and the Royal London Hospitals.

You will have significant experience in supporting families affected by a health condition, in leading a support team and a relevant qualification in healthcare. We are looking for someone 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 strong leadership skills and experience as well as relevant experience of establishing strong working relationships with other professionals.

This is an exciting 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 to 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 14th November 2021, however we will be calling the strongest candidates for interview 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:

- Manage and develop CHECT Support Service
- Line management of 2 support workers, one in London, one in Birmingham.
- Liaise with clinical teams at RLH & BWCH
- Safeguarding lead
- Support for teenagers and young adults after Rb
- Support and advice for adults after Rb
- Manage the Support budget
- Support enquiries
- Support evaluation
- Partnership working

Main responsibilities:

- Lead the provision of the highest level of help and support to all those affected by retinoblastoma in the UK.
- Management and provision of day to day practical and emotional support to CHECT Support Workers.

- Establish good working relationships with the multi-disciplinary teams and promote excellent, family focused care.
- Ensure the needs of young children, teenagers, adults and families are appropriately represented within the charity's information, eg in newsletters and in our fact sheets.
- Engage with teenagers, young people and individuals affected by Rb and continue the development of services which address their specific needs.
- Oversee and contribute to the planning and facilitation of family events.
- Provide support and direct families to appropriate agencies as necessary.
- Respond to email and telephone requests for information made via the Trust's website.
- Liaise with medical staff and other agencies on behalf of families when appropriate.
- Link to relevant events, training and network contacts to improve knowledge of issues relating to the service.
- Contribute 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

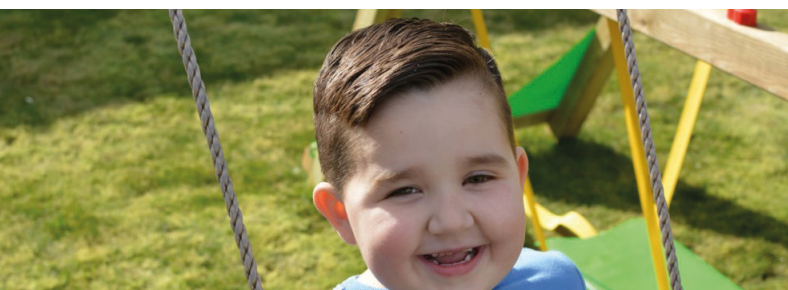
Relevant qualification (or experience) in health services	Essential
Listening/counselling skills training	Essential
Knowledge of the voluntary sector	Desirable

Experience

Managing staff providing complex support to families who have children with a health condition.	Essential
Working with/providing services to children, teenagers, adults & families.	Essential
Experience and knowledge of safeguarding practices and procedures.	Essential
Experience of liaising with other agencies and managers in a health and social care setting.	Essential
Experience of working with children/adults with a visual impairment.	Desirable
Working with and supporting a small team.	Desirable
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

Skills

Ability to engage in direct work with children, YP 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
The ability to work with people of all ages & 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
Ability to research and maintain knowledge of local services for families.	Essential
Database skills.	Desirable (Training will be given)



General

Self-motivated, creative and practical, able to work on own initiative.	Essential
Committed to the purpose of CHECT 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

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The deadline for applications is **14th November 2021**.