

Engagement & Participation Co-Ordinator



RESPONSIBLE TO:	Associate Director of Programmes
HOURS:	Full-time (35 hours)
JOB LOCATION:	Based in Amersham, Buckinghamshire, hybrid home working also available.
SALARY:	£28,000
CLOSING DATE:	17:00, 5 th May

If you would like to discuss this position informally, phone Michelle on 07943804287

Roald Dahl's Marvellous Children's Charity provides specialist nurses and support for seriously ill children and their families.

This varied and rewarding role requires an individual who is enthusiastic, adaptable, and well organised. A team-player, who has sensitivity, tact and empathy when communicating with children, young people and their families.

The overall job purpose is to support families whose children and young people have complex, lifelong conditions by delivering our Marvellous Family Support Services and gathering case stories and outcomes by meaningful engagement and participation.

KEY RESPONSIBILITIES

- Be joint point of contact for our Family Support Service, both for the families and our partners who deliver the advice lines.
- Work with children and families to develop more direct engagement.
- Maintain database of families' details.
- Undertake new case story gathering with families under the care of Roald Dahl Nurses.
- Provide information from Programmes to the Fundraising Team to assist with funding applications, as required.
- Undertake Outcome Monitoring with the families.

OTHER INFORMATION

This job description helps the post holder to understand their main duties. It is not exhaustive, and the role's duties may change from time to time, in discussion with the post holder and consistent with the level of responsibility appropriate to the grade of the post.

- Roald Dahl's Marvellous Children's Charity is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. Confirmation of appointment will be subject to a satisfactory standard Disclosure and Barring Service check.
- The appointment is subject to the satisfactory completion of a three-month probation period.
- Roald Dahl's Marvellous Children's Charity is committed to achieving the highest standards of service and employment practice. We give equal opportunity to everyone, regardless of

background. While our offices are not currently accessible for people with significant mobility difficulties, we will make all reasonable adjustments to allow the most suitable candidate to perform their role effectively.

- The postholder may be required to travel within the UK, for example to attend groups and forums in other parts of the country. This may very occasionally require overnight stays, though with advance notice. The postholder may also be required to undertake occasional evening and weekend work when, for example, we hold or attend events.
- Roald Dahl's Marvellous Children's Charity operates a no-smoking policy.
- The post holder will have the right to work in the UK.

PERSON SPECIFICATION

Knowledge

- An understanding of health and social care across the UK.
- Experience of working with colleagues across statutory and voluntary services.
- Knowledge of issues relating to participation of children and young people in communities.
- Up to date knowledge of participation and policy/legislation relating to children and young people.
- Stakeholder relationship co-ordination experience

Skills

- Able to develop effective relationships with children, young people and adults.
- Shows empathy, sensitivity to working with children, young people and their families.
- Relationship-building skills particularly with our healthcare partners.
- Works with tact and diplomacy and the ability to respect confidentiality.
- Ability to work well in a team environment with limited supervision.
- Ability to provide progress reports – written and verbal.
- Ability to manage and understand complex data, including numerical data, and create reports and analysis.
- Time-management skills to work under pressure, to prioritise and to meet deadlines.
- Competent and confident computer skills including MS Office.

Personal Qualities

- Enthusiastic, hardworking, self-motivated and driven with ability to work independently.
- Excellent interpersonal, communication and team working skills.
- Adopts an inclusive approach to work which welcomes, respects and values difference.
- Flexible and adaptable

Experience

- Experience in engaging with children and young people.
- Experience working in the health sector or at a health charity.
- Experience in gathering case studies/stories.