

# Antenatal Results & Choices



Engagement & Development Co-ordinator  
Candidate Information Pack  
January 2025

# Welcome From our Director

**Thank you for your interest in this important role at ARC.**

As the only national charity helping parents and healthcare professionals through antenatal screening and its consequences, we offer a vital service throughout the UK.

Over the past 40 years, ARC has developed into an expert, deeply respected charity. This is a pivotal time in the charity's evolution as we look to continue growing and deepening our impact across the health sector and we know there are still so many more parents who could benefit from our work.

The Engagement and Development Co-ordinator is responsible for maintaining and developing relationships with healthcare professionals working in antenatal care across England. This is a vital role as it enables us to raise awareness of the parental perspective and initiate improvements in the quality of care.

In this role, you'll have the satisfaction of joining a dynamic organisation passionate about making a lasting difference to lives. If the opportunity excites you and you believe that you have the skills and experience to add value to our team and make a meaningful difference to parents facing very challenging situations, we would be delighted to receive your application.

Yours sincerely,

*Jane Fisher*



## About Us

In the UK, approximately 700,000 pregnant women are offered some form of screening test every year, such as an ultrasound scan and/or a blood test. As a result, well over 20,000 will be told that their baby may not be developing as expected. This causes a great deal of anxiety and uncertainty for expectant parents and their families.

ARC offers a unique and important support service which provides impartial information, advice and guidance for parents who are making decisions about antenatal tests and results. We do this for as long as needed—before, during and after tests, particularly when they receive unexpected or difficult news and when they face challenging decisions about the next steps, including whether to continue or end their pregnancy. ARC services are openly and widely available to anyone who needs them.

We provide independent, accurate, unbiased information to help parents make the decisions that are right for them and provide support through the next steps. If a parent decides on termination, we offer specialised help through their loss and what can be a complicated grieving process that follows.

For parents who continue with their pregnancy, we offer emotional support through the pregnancy and signpost to trusted organisations with expertise in specific conditions.

We work in close partnership with healthcare professionals across the NHS, providing tailored training and specialist support. We also work with policymakers to help ensure that women and couples receive the highest possible standards of care at the most challenging of times.

Even though I did really trust the hospital, sometimes it's just nice to be able to talk to someone who's not associated.



# Mission and Vision

## Mission

- To grow to be a truly UK-wide sustainable organisation
- To extend reach to all parents who need information and support around antenatal testing
- To extend reach to all healthcare professionals involved in antenatal testing
- To maintain and develop our close collaborative relationship with policymakers and key clinicians in the field of antenatal screening and diagnosis

## Vision

- We believe that every parent should have access to non-directive information and support through antenatal testing and its consequences
- We seek to remain at the forefront of policy development and work in partnership with policymakers and healthcare professionals in order to achieve the best care for parents
- We believe that parents must be able to make choices based on their individual circumstances

## Looking Ahead

Ongoing contributions from our fantastic supporters and a generous investment from a major donor means that we can be ambitious about the next phase in ARC's development. As a result, we have an expanded team, and are able to subsidise our highly regarded professional training programmes to ensure a wide range of frontline specialists can participate, despite limited NHS resources.

It's an exciting time to join ARC as we seek to develop our services and look to extend our reach.

Additional information about ARC is available on our [website](#).



# Job Description

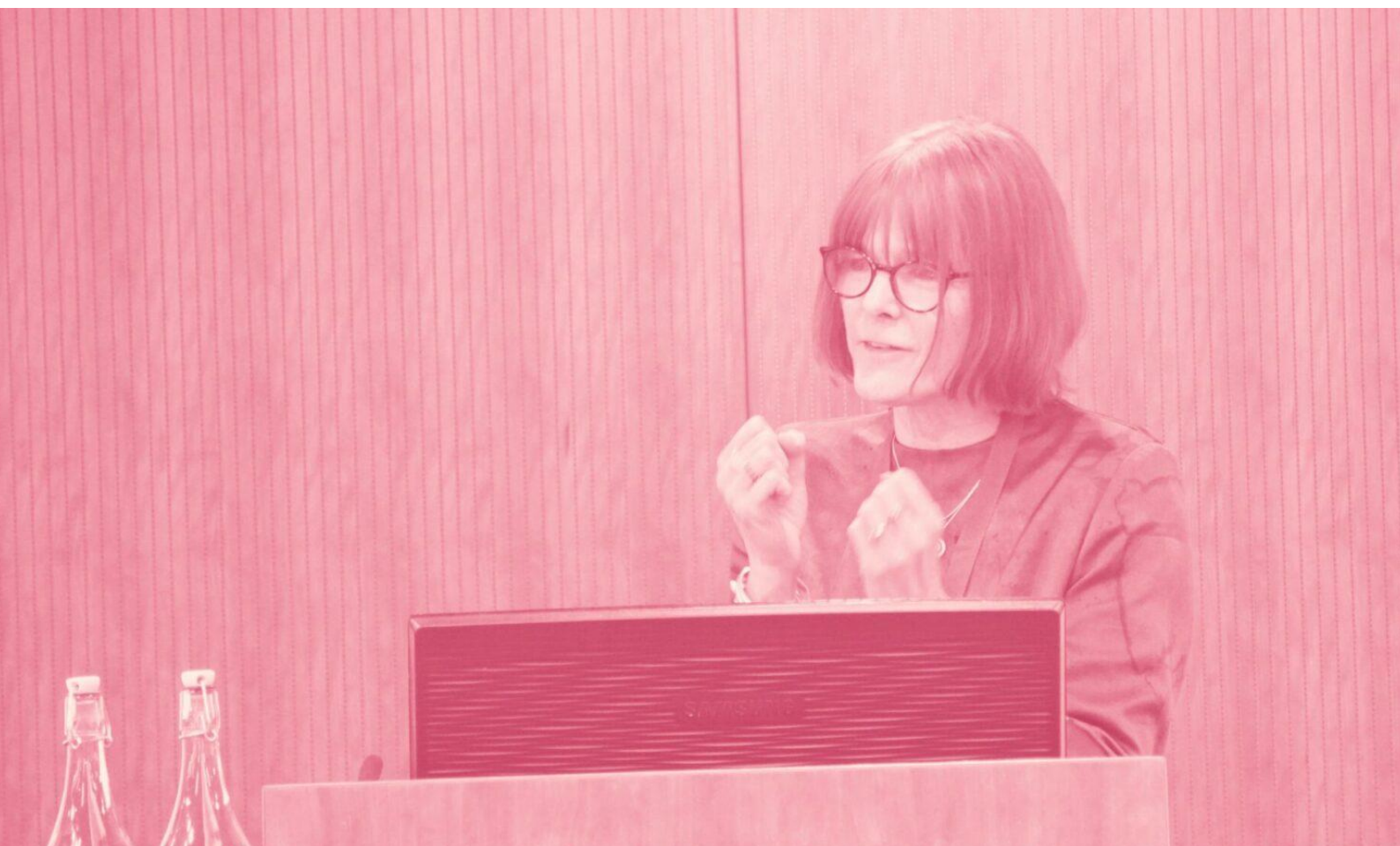
## **Engagement & Development Co-ordinator**

This is a vital role in our team as the Engagement & Development Co-ordinator is responsible for maintaining and developing relationships with healthcare professionals working in antenatal care across England.

In this role, you will maintain and build on the respect ARC has in the field and join our four-country training team to deliver our professional training programme, both face-to-face and online.

You will also work on ARC's national helpline, which aims to offer specialised information and support to expectant parents throughout antenatal testing and its consequences. This involves answering calls, emails, texts and Livechat. You will be providing non-directive information and empathetic support to women and couples who can be highly anxious or acutely distressed. They may be making difficult decisions about the future of their pregnancy or coping with the intense pain of bereavement.

You will also be required to help with the production of information materials and the dissemination of ARC's work to other organisations and the wider public.



<b>Salary</b>	£34-36k (dependent on skills and experience) + 8% pension contribution
<b>Location</b>	Central London, with scope for working from home (two days a week maximum)
<b>Reports to</b>	The Director
<b>Direct reports</b>	None
<b>Target start date</b>	ASAP
<b>Hours</b>	Full-time (35 hrs) - The role involves travel, some overnight stays (approximately once a month) and occasional weekend work, for which time off in lieu is provided.
<b>Holidays</b>	25 days per annum
<b>Tenure</b>	Permanent

## **Main Duties and Responsibilities**

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- Promote ARC's work to health professionals, retaining and building sustainable relationships
- Develop, deliver and help evaluate training sessions and projects to help raise standards of care and disseminate best practice
- Offer sensitive and impartial information and support to users of the ARC helpline
- Share in the general administration of ARC e.g. answering enquiries, production of newsletters, annual information and support day, conferences etc.

## Who We Are Looking For

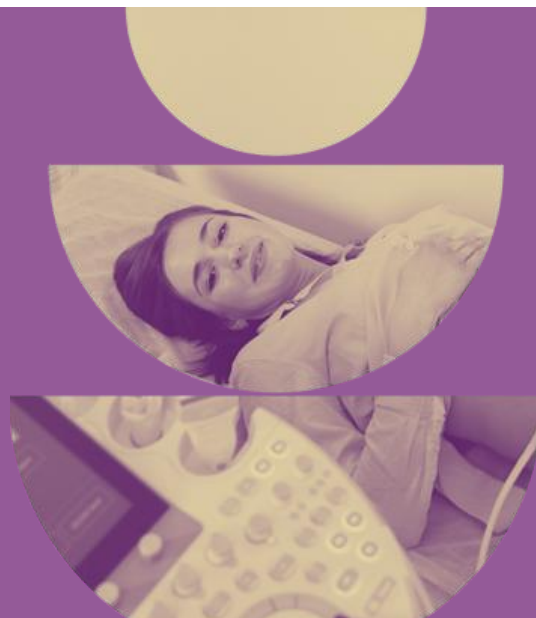
For the role of Engagement & Development Co-ordinator, we are looking for a dynamic new colleague with the following skills, experience and personal attributes:

### **Essential**

- Pro-choice and an unwavering commitment to the principle of women making their own reproductive decisions
- High emotional intelligence with the confidence and ability to show meaningful empathy and sensitivity
- The capacity to support people in distress and the necessary strength and resilience to manage the emotional impact of the work
- Excellent presentation skills and the ability to engage a variety of audiences
- Excellent networking and relationship-building skills
- Quick learner with the ability to work independently and play an active part in the small ARC team
- Excellent organisational skills with the ability to prioritise learning and workload; set and attain realistic goals; and monitor outcomes

### **Desirable**

- Experience in successful training delivery or group facilitation
- Experience of work in or with the voluntary sector
- Experience in helpline or face-to-face support work
- Experience of successful working as part of a small team
- Experience in project management



## Statement On Diversity

ARC is committed to diversity and to equality of opportunity for employment, career and personal development. We believe that people from different backgrounds bring perspectives and skills that create fresh ideas, thinking and approaches which make the way work is undertaken more effective and efficient.

We know that the more inclusive we are, the better our work will be. We are committed to continuous improvement in this space.





# How To Apply

[Eastside People](#) is supporting the [ARC](#) in the recruitment of this role. [Click here](#) to apply by submitting your CV and a cover letter. Please use the first part of the cover letter as an opportunity to add to the information you have shared in your CV, and ensure that you cover the following (max 2 pages for this section):

- Why are you interested in the Engagement & Development Co-ordinator role, and why ARC?
- How can you contribute to ARC in this role?

In the second part of the cover letter, please answer the following skill-based questions which are designed to assess how you might perform in the Engagement & Development Co-ordinator role and react to real-life work situations (max 250 words per answer).

1. Imagine you are preparing a presentation for a group of healthcare professionals to share the impact and importance of our work. How would you structure your presentation to ensure it is engaging and relevant to the audience and what would you highlight?
2. Can you describe a time when you had to support someone through a challenging situation, such as a colleague, friend or family member? How did you approach the situation to ensure they felt heard and supported, and what was the outcome?
3. Building strong relationships with healthcare professionals in antenatal care is crucial to our work. Can you share an example of a time when you successfully developed and maintained a relationship with a new contact? What steps did you take to build trust and collaboration?

Please note that we ask you to comment on the person specification, rather than the job description. We do not expect candidates to have experience in all of the outlined activities. This is intended to give you a sense of the role. We are not seeking to recruit someone with a medical/scientific background, as in-depth induction & training will be provided. We are looking for someone compassionate, emotionally intelligent, quick to learn, enthusiastic about ARC's work and keen to take it forward.

If you would like a call to discuss the role in more detail, please email Paul Venning at our recruitment partners [Eastside People](#) to arrange a convenient time at

[p.venning@eastsidepeople.org](mailto:p.venning@eastsidepeople.org). Having a call of this kind will not influence the success or otherwise of your application.

We want you to have every opportunity to demonstrate your skills, ability, and potential. Please contact us if you require any assistance or adjustments so that we can help with making the application process work for you.

**The closing date for applications is Fri 31<sup>st</sup> January**, and interviews with Eastside People will take place the week after. Interviews with ARC will take place in the week commencing the 17<sup>th</sup> Feb. You will be asked to take part in a role-play scenario and to deliver a presentation at the interview. The title of the presentation will be shared in advance.

Eastside People is fully committed to equality of opportunity and diversity and works with our clients to ensure that we recruit inclusively, seeking to address the underrepresentation of some groups of people in leadership teams. We warmly welcome applications from all suitably qualified candidates.

And finally, we understand AI can be a helpful tool, but please use with caution and ensure your application is personalised and accurate.



# Eastside People

Eastside People  
Canopi  
82 Tanner St  
London  
SE1 3GN

0203 821 6174  
[eastsidepeople.org](http://eastsidepeople.org)

Eastside People is the trading name for Eastside Consulting Ltd. Company number: 4958922.