

JOB DESCRIPTION

Job Title:	Events Assistant
Team:	Care Events
Salary range/pay band:	£27,274.83
Reports to:	Care Events Manager
Direct reports:	N/A
Hours:	37.5
Location:	Shooting Star House and Christopher's
Job holder:	Vacant

Introduction to Shooting Star Children's Hospices

Shooting Star Children's Hospices

Shooting Star Children's Hospices provides specialist care and support to families who have a baby, child or young person with a life-limiting condition, or who have been bereaved. Rated 'Outstanding' by the Care Quality Commission, we support families across Surrey, north-west London and south-west London from diagnosis to end of life and throughout bereavement, with a range of nursing, practical, emotional and medical care.

Our specialist care and support is free of charge to families and available 24 hours a day, 365 days a year. It includes nursing in the community, symptom management, overnight respite stays, end-of-life care, specialist bereavement care and a comprehensive range of therapies, groups and clinics for the whole family.

At the heart of what we do are our dedicated staff; their exceptional commitment and professionalism means every family has the opportunity to **make every moment count**.

It costs £10 million a year to run Shooting Star Children's Hospices. Just 30% of our funding comes from the government, so we rely on our supporters' generosity to keep the service running. We employ 175 members of staff, including 98 nursing and medical staff, and support around 700 families.

Introduction to Team – Family Support

Family Support Team: Our Family Support Team offers emotional, practical, and spiritual support to families navigating the challenges of caring for a seriously ill child. This team includes counsellors, social workers, and volunteers who provide specialist interventions, guidance, companionship, and resources to help families cope with the emotional and practical aspects of their journey.

Job Profile

a) Main purpose of job in delivering our strategy

The Care Events team provide a comprehensive programme of exciting groups and events for the 750+ life-limited children, their families and bereaved families. This includes interactive, themed family events, social groups for siblings of different ages, Pamper Days for mums, counselling groups, memorial days and many festive events such as ice-skating evenings. There are 3-4 events each

week, making for a busy programme. The main purpose of this role is to co-ordinate the production of the events led by various members of the team, to lead the design of some events, and to be on team at several events, engaging with, supporting and welcoming families. Production tasks include team prep meetings, shopping for resources, risk assessment, creating Eventbrite and webpages, inviting families, prepping, hosting and follow-up feedback. Events take place at our hospices and across our catchment. Care Events sits within the Psychosocial Services, where the Events Assistant will hear about current families in need, including end-of-life children who may require a wish organised (such as their room decorated in a special theme, or a trip out to a favourite place). From multi-disciplinary discussions about families, the Event Assistant helps consider which events might support a family's need or emotional wellbeing.

Our strategy aims to ensure every family affected by a life-limiting condition, or the sudden death of a child, has access to the specialist care that they need. This includes providing opportunities for children and family members to meet others who have experienced this. The Events programme is key to this success.

b) Main duties and key responsibilities

Planning the Annual Event Programme

- Working with the Events Manager and Psychosocial Leads to design the Annual Event Programme, considering successes, areas for improvement and new opportunities.
- Ensuring a varied programme that engages both life-limited children and their families, and those who are bereaved.
- Ensuring events for families from diverse backgrounds, celebrating various festivals and considering different ways to engage families.
- Ensuring events are accessible to families, with opportunities local to them.
- Supporting bereaved families with “safe firsts”, for example, attending a grotto for the first time at the hospice, after one of their children has died.

Event Production

- Facilitating “Look and Feel” meetings with those leading events
- Event research regarding venues, providers and engaging opportunities
- Researching and purchasing materials for events
- Co-ordinating with the admin/facilities team to arrange catering and equipment/spaces.
- Creating outlook appointments for events, with key event information
- Calling venues and service providers to book and confirm details
- Making Eventbrite pages and proof-reading text created by others.
- Updating social media with posts around events and important information
- Sending monthly texts via Firetext, notifying families of events
- Identifying key families to invite/remind.
- Ensuring RSVPs are processed and recorded
- Ensuring media consent is in place for families
- Ensuring staffing is in place
- Seeking approval for risk assessments
- Managing waiting lists of popular events
- Working with the PR & Comms team to publicise low take-up events
- Setting up text notifications to remind families of events
- Organising and assisting with food prep/collection for events

Event Team

- Event set-up / facilitation/ take down
- Welcoming families and helping them to feel settled
- Supporting children, young people (and adults) to engage with activities, including those with profound and multiple learning disabilities
- Listening to and talking to families as they engage with activities
- Facilitating family members to build their support network by getting to know other SSCH families (for example dads meeting other dads, siblings meeting other siblings).
- To supervise activities to ensure safety
- To adapt and flex within event plans to ensure high quality experience and responsiveness to needs.
- Collecting feedback, using interactive and creative methods for children and young people.

Post-Event Production

- Recording attendance on Excel.
- Inputting notes concerning attendance and children and families on to the Care Database.
- Sending families professional photos taken of them at events as precious keepsakes.
- Post event admin and “thank you” cards etc
- Collating feedback and sharing this data with relevant staff members, volunteers and leads.

Wishes

- Identifying opportunities where children may benefit from “wishes”
- Being allocated referrals for “wishes” at MDT meetings
- Talking to family members about their wish
- Researching potential items to decorate bedrooms, visits or trips out.
- Liaising with relevant staff members
- Facilitating “wishes” events/setting up decorations
- Collecting feedback sensitively from staff members, and where appropriate, families
- Continuing to revise and improve our “wishes” process/planning/facilitation.

Volunteer Co-ordination

- Informal interviews with potential volunteers
- Booking volunteers for events
- Help directing donations
- Help support wider team events
- Assisting with producing “wishes” for end-of-life children and families

Co-ordinating Materials

- Co-ordinating storage and organising toy donations
- Storing and organising event items for future use enabling creative recycling of resources

Multi-disciplinary Contribution

- Attending multi-disciplinary meetings where families’ needs and referrals are discussed by professionals
- Contributing to discussions, identifying where events may support the needs of families
- Providing a focus on wellbeing opportunities at events
- Attending in-house team meetings to understand need and promote events.

- To consider development and improvement of the events programme through reflection on emerging needs from families
- Creating presentations for the wider team, sharing learning, training and event data

c) Other Requirements

These requirements will be applicable to some posts.

- The post holder must be able and willing to travel to and work in both hospices.
- The post holder will need to travel extensively throughout the SSCH geographical area in other parts of Surrey, North-West London and South-West London.
- Events take place during evenings and weekends. This is likely 1-2 each month. Hours of work and days of work can be swapped on weeks where this takes place.
- The post holder will be required to apply for an Enhanced Disclosure and Barring Service (DBS) check.

d) Mandatory Criteria

Other duties

The post holder will be working in a developing environment and they will therefore be expected to undertake other appropriate duties as required for the effective operation of Shooting Star Children's Hospices.

Professional Codes of Conduct

The post holder will be required to respect professional codes of conduct and practice relevant to their role, as appropriate.

Health and Safety

The post holder will be responsible for health and safety in the area under their control and they must ensure that they are familiar with Shooting Star Children's Hospices policy on health and safety at work.

Mandatory Training

The post holder will attend all mandatory training relevant to their role.

Our values and behaviours

Shooting Star Children's Hospices is a leading children's hospice charity for babies, children and young people with life-limiting conditions, and their families. We require that all of our staff share our common values and display behaviors that will enable us to achieve our goals.

Professionalism – *we will safeguard our families, each other and our organisation by working to ethical and professional standards at all times.*

Respect – *We will treat each other with the utmost respect.*

Integrity – *We will be open, honest and transparent in all that we do.*

Diversity – We will respect individuality and ensure inclusion and fairness to all.






Excellence – We will strive for excellence in all that we do.

pride



Shooting Star Children’s Hospices is committed to ensuring the welfare and safety of children and young people. All staff members are expected to adhere to our safeguarding policies and procedures. This includes undergoing appropriate training, following reporting protocols for any concerns related to child welfare, and promoting a safe and supportive environment for children and young people. We are committed to equal opportunities and consider all applicants in line with the Rehabilitation of Offenders Act 1974.

Before commencing employment, successful candidates will be required to provide satisfactory references and undergo a Disclosure and Barring Service (DBS) check.

PRIDE values	Expected behaviours	Aspirational behaviours
 <p>Professionalism We will safeguard our families, each other and our organisation by working to ethical and professional standards at all times.</p>	<p>Maintains high standards, respects confidentiality, demonstrates reliability, actively seeks development, adapts to change and collaborates effectively. Acts as an ambassador for the charity.</p>	<p>Leads by example in professional conduct, supports others and proactively contributes to projects to improve our services.</p>
 <p>Respect We will treat each other with the utmost respect.</p>	<p>Shows empathy and sensitivity, maintains respectful communication, actively listens, responds constructively to feedback and fosters an inclusive environment.</p>	<p>Champions and supports a culture of respect, promotes understanding and inclusivity, takes an active role in initiatives to create a positive workplace environment and actively encourages new ideas and perspectives.</p>
 <p>Integrity We will be honest and transparent in all that we do.</p>	<p>Behaves in an ethical manner, adheres to Shooting Star policies and procedures, demonstrates honesty and transparency, shows moral courage and maintains ethical standards under pressure.</p>	<p>Promotes an environment where concerns can be constructively raised, and takes responsibility and seeks solutions.</p>
 <p>Diversity We will respect individuality and ensure inclusion and fairness to all.</p>	<p>Values and respects diversity, treats everyone fairly, embraces learning and supports inclusive workplace initiatives.</p>	<p>Continuously expands knowledge and expertise, seeks out opportunities to improve organisational inclusivity, and challenges discrimination and shares knowledge.</p>
 <p>Excellence We will strive for excellence in all that we do.</p>	<p>Delivers high-quality work, consistently meets our high standards, seeks improvements, demonstrates initiative and creativity, and participates in organisational development.</p>	<p>Continuously strives for personal, professional and organisational improvement, and is regarded as outstanding.</p>

Person Specification:

Qualifications	
Essential requirement	Desirable requirement
	<p>Qualifications in events management, or other creative qualification.</p> <p>Minibus MIDAS training.</p>

Experience	
Essential requirement	Desirable requirement
<p>Experience of working with children and young people.</p> <p>Experience in the organisation or planning of activities for children/families.</p> <p>Experience of considering the safety needs and risks of an activity.</p>	<p>Experience in event planning, production and execution.</p> <p>Experience of writing and following risk assessments.</p> <p>Experience leading a team of staff/ volunteers, including briefing, assigning roles, debriefing.</p> <p>Experience working or volunteering in a healthcare/childcare environment.</p>
Knowledge and Skills	
Essential requirement	Desirable requirement
<p>Able to manage the organisation of multiple events simultaneously and ensure consistency in quality of events.</p> <p>Knowledge of how to effectively safeguard children and young people.</p> <p>Ability to proof-read work to ensure accuracy and correct grammar.</p> <p>Good working knowledge of software such as Eventbrite, Microsoft Excel and Teams, or the ability to quickly learn how to use new software.</p> <p>Knowledge of or ability to learn to use Firetext and other communication apps.</p> <p>Strong relationship building skills- with families under our care and event contacts. Ability to form positive relationships and provide support to children and family members.</p> <p>Knowledge of hospice catchment area and local facilities that are wheelchair accessible and SEND friendly.</p> <p>Knowledge of data protection and GDPR.</p> <p>Excellent communications skills are required to ensure that the wider hospice is kept informed of Care Events plans.</p>	<p>Understanding of the service provision in children’s palliative care.</p> <p>Knowledge of the impact of anticipatory grief, grief and trauma. Understanding of the different needs of affected children, young people, parents, aunts/uncles, grandparents.</p> <p>Makaton training.</p> <p>Sensory-integration training.</p>

Personal Qualities / Competencies	
Essential requirement	Desirable requirement
<p>Friendly and approachable.</p> <p>Confidential and discrete when handling private information.</p> <p>Attention to detail and organised.</p> <p>Creative, with the ability to think outside the box to flex, grow and develop Care Events work.</p> <p>Candidate must have the ability to work both individually and as part of a team, working with a wide range of colleagues on different events and projects.</p> <p>Ability to respond to last-minute changes of plans with confidence, working under pressure to ensure successful outcomes.</p> <p>Ability to adapt to a variety of environments- from large scale family events to more intimate individual events or “wishes”.</p> <p>Confidence to contribute to a multi-disciplinary team.</p> <p>Ability and willingness to critically assess events programme to enable constant improvement and ensure that family members of all ages and needs are able to benefit from events.</p>	<p>Knowledge of sustainability and a desire to ensure that we make the best use of the materials available to us and the storage of these.</p>

What we offer

Pension scheme

- NHS Pension Scheme (eligible employees)
- Stakeholder pension scheme
- Employee contribution 3.5%
- Shooting Star Children's Hospices contribution 4.5%
- Additional contributions – we will pay 1% above the contribution up to a limit of 7%

Annual leave

- 27 days plus Bank Holidays rising with length of service
- 2 weeks paid sabbatical leave after 5, 10 and 15 years' service

Contractual benefits

- Generous sick pay scheme
- Enhanced maternity, adoption, and paternity leave pay
- Flexible working arrangements
- Death in service benefits
- Reimbursed professional membership fees
- Employee referral scheme
- Blue Light discount card

Health and wellbeing

- Employee Assistance Programme
- Occupational Health
- Eye care
- Cycle to work scheme
- Mental Health First Aiders
- Nutritionally balanced meals at Christopher's (free for employees) and free fruit at Shooting Star House

Equality, diversity and inclusion

Shooting Star Children's Hospice is committed to inclusion and diversity in everything we do. We know that getting things right is critical for us to live our organisation's values: Professionalism, Respect, Integrity, Diversity and Excellence.

We are always trying to improve our way of working to be more inclusive and equal. Our vision is for Shooting Star Children's Hospice to be a place where people of all backgrounds, groups and communities feel welcomed to work and volunteer.