

Job Description

Title:	Healthcare Engagement Officer (Maternity Cover)
Organisation:	Bliss, the premature and sick baby charity
Location:	Bliss' head office, London SE1
Salary:	£27050 Full time equivalent £18548 to £21640 actual salary for 24-28 hours per week
Terms:	Part time, 24-28 hours per week. 9 months fixed term, maternity cover.

Role description

Main purpose of the role

Bliss is the leading UK charity for babies born premature or sick, existing to give every baby who needs neonatal care the best chance of survival and quality of life. We do this by supporting families, campaigning for change, supporting professionals, and enabling life-changing research

We have a long and proud tradition of working with and supporting healthcare teams on neonatal units and across the neonatal community to work in partnership with parents and carers in the delivery of their baby's care. We do this because evidence shows working in partnership improves babies' outcomes.

The Healthcare Engagement Officer coordinates Bliss' work with healthcare professionals across the multi-disciplinary neonatal team to promote partnership with parents and carers. For this period of 9 months, to cover maternity leave, the role will focus on:

- Ongoing communication with healthcare professionals
- Supporting Bliss' relationships with key groups of nurses, doctors, allied health professionals, psychologists, health managers and others
- Overseeing Bliss' presence at external events including opportunities to present to or network with the wider neonatal community
- Overseeing the development and delivery of an online learning event for healthcare professionals

The role will also support ongoing work such as maintaining the relevant parts of the Bliss website, contributing to service development and cross-team projects.

About the team and department

The Healthcare Engagement Officer sits within the Services Directorate. The Services Directorate concentrates on listening to and learning from our service-users – parents and carers, and neonatal healthcare professionals – so that we can deliver the services they need and which improve care for babies. We promote equity in neonatal care by working intentionally to listen and respond to the voices of diverse parents and carers, promote inclusive practice, support those who need us most, and tackle barriers to the best quality care.

The Services teams work closely with Bliss' Policy, Research and Campaigns, and Communications teams.

Reporting structure

This role reports to the Director of Services and does not have line management responsibility.

Key responsibilities

This role is maternity cover, initially fixed term for 9 months. During this period, the main responsibilities of the role are likely to include:

- Leading on delivering regular communication with Healthcare Professionals, including via social media and Bliss' monthly newsletter *The Bliss Journal*.
- Managing queries through Healthcare Professional inboxes, responding and forwarding where appropriate.
- Maintaining and update Healthcare Professional section of the Bliss website
- Overseeing Bliss' presence at key external events with healthcare professionals, managing attendance, hosting exhibition stands and presenting opportunities.
- Supporting the planning and delivery of an online learning event for neonatal Healthcare Professionals
- Planning and delivering a focus group with Healthcare Professionals exploring Bliss' impact for babies.
- Representing Healthcare Engagement team at internal meetings and Bliss at external meetings where appropriate.
- Monitor Key Performance Indicators for the team
- To perform any other duties as may be reasonably requested.

Person specification

The following are essential:

- Excellent interpersonal skills, with experience of communicating with a range of external stakeholders (including healthcare professionals) using a high level of professionalism.
- Excellent written and verbal communication skills, including to represent Bliss with important external stakeholders.
- Experience of creating digital content including working on websites and social media.

- Demonstrable time management and organisational skills, and ability to coordinate several tasks at the same time and prioritise effectively across a busy workload.
- Ability to work independently but also to work cooperatively and collaboratively as part of a team, including with colleagues working remotely.
- Attention to detail, and experience of capturing and reporting on progress.
- Ability to work collaboratively with colleagues (including others working remotely).
- A flexible, positive and solution-oriented approach to work.
- Ability to empathise with and support people from diverse backgrounds.

The following are desirable:

- Experience developing and delivering workshops and/or training sessions
- Experience of working in partnership with the NHS.
- Knowledge of the UK voluntary sector.
- Knowledge of maternity / neonatal services.
- Experience of complying with data protection legislation.

Special conditions:

- Able to demonstrate commitment to the aims and objectives of Bliss
- Willingness to work outside office hours and weekends on occasions, and to undertake occasional travel across the UK
- Willingness to undertake further training as and when required

Health & Safety and codes of conduct:

- To carry out all work in accordance with Bliss' site health and safety policy
- To adhere to Bliss' Equal Opportunities and Diversity Policies at all times
- To adhere to Bliss' financial monitoring processes
- To ensure compliance with the GDPR and Bliss' Data Protection Policy
- To adhere to Bliss' User Involvement policy and practice and to work closely with a range of stakeholders and users of services to best design, support and evaluate our activities.
- To undertake duties in line with the Institute of Fundraising, the Fundraising Regulator and other relevant codes of conduct.
- All employees must have a right to work in the UK.

About Bliss

Bliss is the UK charity for babies born premature or sick. Our vision is that every baby born premature or sick in the UK has the best chance of survival and quality of life.

We champion the rights of every baby born premature or sick to receive the best care. We achieve this by empowering families, influencing policy and practice, and enabling life changing research.

For more information about Bliss, visit bliss.org.uk

Why Work for Bliss

If you work for Bliss, you'll be part of a passionate, hardworking team who are making a real difference to the lives of babies born premature or sick.

Bliss has around 40 staff, most of whom are based in our lovely London Bridge office, with a small number of remote staff based in Scotland. All of our staff work **flexibly**, with everyone able to choose when to work their hours between 7am – 7pm Monday to Friday (working days are up to 8hrs long). This means we can provide lots of options for flexible working, such as annualised or compressed hours, as well as offering roles on a job-share basis.

We really value in-person interactions, so **hybrid working** means staff work in the office for two days per week but can choose to work wherever they like for the rest of their hours. Staff are supported to work even more flexibly over the summer and are also able to choose two weeks per year when they work fully remotely, if they would like to.

We are an equal opportunities employer and take pride in our **inclusive** work culture. We are committed to being inclusive in our recruitment practices and in our ways of working to ensure we recruit and retain a diverse workforce. Having a **diverse** workforce is important to us, to ensure we can best represent and serve all babies born premature or sick every year. We recognise that babies born into families already facing health inequalities may need more, or different, support in order to have the best chance of survival and quality of life so there is a particular focus in our **strategy** on driving for equity in neonatal care. We are determined to become even more inclusive and diverse in the future.

Our staff truly embody our **values** of being supportive, trusted and ambitious. In 2023 we asked staff what makes Bliss unique to work for, and staff said: *"the supportive culture, people care about their work and genuinely want to do their best"* and *"we seem to have a great skill in employing lovely ambitious people. I think it's rare to work somewhere with such a friendly and supportive culture where people genuinely care and go out of their way to collaborate and to support one another"*. **95% of staff said that Bliss was a good place to work and 95% said Bliss has an inclusive environment where all staff are welcomed, valued, and respected.**

Working at Bliss also means you'll leave work every day knowing that you **make a difference**. We take opportunities to share each other's successes, and we are totally focussed on understanding the needs of our beneficiaries and seeking to address them. We share our findings regularly with each other, so that we all feel **connected to the cause** and see the **direct impact** we are having.

Working for a relatively small charity, you will get a real chance to **shape the agenda** and be able to take **ownership** of a project or task. We can also provide lots of opportunity to work with different teams and on project and working groups, so **you'll never be bored!**

We understand that we all have different priorities at home and we aim to offer a mix of financial and non-financial **benefits**. Our 'better than statutory' benefits include:

- 34 days paid holiday (pro rata for part-time employees) including bank holidays which can be taken whenever desired [26 days of holiday plus 8 days of bank holiday]
- Additional one-off week holiday granted as a 5 years' service award
- Generous contributory pension scheme
- Interest-free, tax-efficient season ticket and cycle loans
- Enhanced company sick pay
- Enhanced family leave pay (after minimum service)
- Neonatal leave and pay
- Paid time off for volunteering
- Paid Emergency and Dependents leave.

We have a **relaxed** work-life and dress code, offer free access to an **employee assistance programme** and ensure a genuine focus on ongoing **learning and development** for all staff, with dedicated L&D time and paid leave for personal L&D activities. Our staff are friendly and kind, and enjoy **social activities** together in and outside of working hours.

We are proud to be a [London Living Wage employer](#), and have signed up to the [Show the Salary](#) pledge.

Accessibility Statement

Bliss is committed to recruiting employees who reflect the diverse community we serve.

We know that in order to recruit the most talented people, we need to access a wide pool of talent, and this means being as inclusive as possible in how we recruit, support and retain our staff.

Bliss recognises the positive value of diversity, promotes equity and challenges discrimination. We welcome and encourage job applications from people of all backgrounds, including applications from Black, Asian and Ethnic Minority communities, people who identify as having a disability, and LGB+, Trans and non-binary candidates.

Don't meet every single requirement? Studies have shown that women and people of colour are less likely to apply to jobs unless they meet every single qualification. At Bliss we are dedicated to building a diverse, inclusive and authentic workplace, so if you're excited about this role, but your past experience doesn't align perfectly with every aspect of the job description, we encourage you to apply to tell us what you can offer our organisation. You could be just the right candidate for this or other roles.

Some examples of our accessibility provisions for the recruitment process include:

- Step free access to the building, all key meeting rooms and bathrooms, and an accessible workstation
- On-site parking space for anyone with a Blue Badge
- Application pack in large / easy read format
- Additional time for interview tasks
- Private space for additional needs (e.g. prayer / breastmilk expression)
- Pre-interview meeting to talk through the role and person specification.

If you need any adjustments to enable you to access this job information, or the application process, please let us know.