



Job Description & Person Specification

Post Title:	Wellbeing Service Manager
Responsible to:	Finance and Operations Director at Rockinghorse & Royal Alexandra Children's Hospital
Purpose of Job:	Lead on the implementation and delivery of the Wellbeing Service
Location:	Royal Alexandra Children's Hospital & Rockinghorse office (based in central Brighton).
Salary Range:	£32,500 - £37,500
Contract:	Up to full-time (max 37 hours per week). Part-time, job sharing, and other flexible arrangements welcomed. It is expected that the postholder will fulfil any additional duties during evenings and weekends as required and work flexibly to do so.

About Rockinghorse Children's Charity

Rockinghorse Children's Charity supports children across Sussex. We support babies, children, young people and their families at the Royal Alexandra Children's Hospital and the Trevor Mann Baby Unit in Brighton and all of the specialist children's wards and baby units throughout Sussex.

We deliver and fund projects that enable doctors, nurses and other health professionals to do more. All of projects are led by the needs of children and young people and their families. This includes lifesaving medical equipment, support for parents and families, toys for children spending time in hospitals across Sussex, the environments and spaces that help children feel more at home when they are in hospital and additional staff to make sure children get the best possible care when they are unwell.

Originally set up in 1967 by Dr Trevor Mann, we have been supporting children for more than 55 years. In that time, we have supported nearly a million children and their families. As the official fundraising arm of the Royal Alexandra Children's Hospital, including the Trevor Mann Baby Unit, we work with the NHS, charity partners and the Sussex community to ensure children can be children no matter how unwell they are.

We do not receive any government, statutory or local authority funding and so we rely on the generous support of individuals, community groups, companies and trusts: people like you, who care about children and want Sussex to be a safe place for children to grow up.

For more information, news and events: <https://www.rockinghorse.org.uk/>.

About the role

In 2022 we launched our three-year strategic plan, which prioritised our activities to enable us to support more babies, children and teenagers. As we enter the final year of this strategy the charity continues to expand and develop its projects and services for sick and disabled children all over Sussex: <https://www.rockinghorse.org.uk/about-us/our-strategy>.

We are thrilled to embark on an exciting new project, the Rockinghorse Wellbeing Service, designed to proactively enhance the mental health and well-being of hundreds of children, young people, and families living in Sussex. This innovative service will be situated at the Royal Alexandra Children's Hospital in Brighton.

The Wellbeing Service Manager will be responsible for delivering certain activities based on their skills and experience, collaborating with third-party providers and volunteers for others. This may involve bedside activities to improve the experience of in-patients, as well as group activities within the hospital or out in the community.

Each activity will undergo careful planning and evaluation, incorporating the voices and perspectives of young people. This approach ensures that we provide the most impactful activities to meet their needs.

Our primary goal is to support children and young people managing various illnesses, conditions, and disabilities through activities that alleviate stress and foster connections with others undergoing similar experiences.

We are currently seeking a dedicated and passionate Wellbeing Service Manager to join our team and take the lead on this new service. The ideal candidate will play a pivotal role in elevating the overall wellbeing of our young patients. The position involves coordinating and implementing a diverse range of wellbeing activities and programs focused on fostering a positive and supportive environment within the hospital.

This role is part of the Projects & Operations team, one of three teams within the charity, alongside the Supporter Engagement team and the Communications team. To learn more about our team, please visit:

<https://www.rockinghorse.org.uk/meet-the-team/>

Duties of the role

Develop and Implement the Wellbeing Service

- The Wellbeing Service Manager will form part of a steering committee of senior and experienced NHS staff who are helping to develop and shape the service.
- Design and execute engaging wellbeing programs tailored to the unique needs of children, their families, and hospital staff.
- Collaborate closely with healthcare professionals to integrate wellbeing activities into the overall care plan for paediatric patients.
- Demonstrate proficiency in leading consultations, developing comprehensive plans, and monitoring progress against established goals.
- Work collaboratively with Rockinghorse and the hospital's volunteering service to facilitate meaningful engagements for children and young people, as well as provide appropriate signposting to other services when needed.

Coordinate Events and Activities

- Organise and oversee events, workshops, and recreational activities that promote mental, emotional, and physical wellness.
- Ensure activities are inclusive, age-appropriate and delivered in a way that is trauma informed and enhances wellbeing.
- Develop and manage a database of wellbeing activities to support service delivery and to scrutinise the wellbeing value of each activity as part of our impact and evaluation of activities.
- Ensure compliance with appropriate policies and procedures in line with legislative and regulatory requirements, adhering to best practices in all activities, and working within established frameworks related to safeguarding, confidentiality, and professional practice.

Community Engagement

- Foster partnerships with local organisations, volunteers, and community resources to expand the reach and impact of wellbeing initiatives.
- Develop and maintain relationships with external partners to enhance the support network available to children and their families.

Individual Sessions

- Provide support to children, young people, and families managing various illnesses, conditions, and disabilities, utilising activities that alleviate stress and encourage connections with peers.
- Collaborate with healthcare teams to identify and address specific wellbeing needs of individual patients.
- Take the lead on child protection measures.

Training and Education

- Support the continued professional development of your team and lead them in a solution focussed way to identify and shape areas of improvement for the project.

- Conduct training sessions for hospital staff on incorporating wellbeing principles into their roles and interactions with patients.
- Create educational materials and resources to promote wellbeing awareness and practices.

Monitoring and Evaluation

- Support the development of a Theory of Change and an evaluation model/framework for the wellbeing programme.
- Establish metrics (outputs, outcomes and impact) to assess the effectiveness of wellbeing programs and activities (against the TOC and evaluation framework).
- Gather qualitative and quantitative feedback from patients, families, and staff to continuously improve and tailor future initiatives.

Documentation and Reporting

- Maintain accurate records of wellbeing activities, participation, and outcomes.
- Prepare regular reports highlighting the impact and success of wellbeing programs.
- You will assist Rockinghorse colleagues in providing information for marketing purposes, informing funding applications, providing support for funder visits to the service and any other duties appropriate to the role and in line with the needs of the charity.

Person specification

Essential experience, skills and knowledge for the role:

1. Qualified in a relevant area (eg youth work, social work, nursing, counselling, mental health) or with equivalent professional experience.
2. Experience of working with children and young people and delivering group sessions and activities for young people, using non-clinical interventions to support positive outcomes.
3. Demonstrable understanding of project management and experience managing multiple, complex projects, including budget development and day to day management, project planning and delivery, and project evaluation (setting, monitoring and managing targets, objectives, KPIs and activity plans).
4. Able to work collaboratively and build productive relationships with colleagues, stakeholders, and third-party agencies.
5. Experience in maintaining accurate records, collect data to evidence impact and prepare reports evaluating and monitoring projects.
6. Able to prioritise own workload effectively, excellent time management skills with strong prioritisation and organisation skills alongside the confidence to work autonomously and ability to enable others to meet challenging deadlines.
7. Brilliant communication and interpersonal abilities – able to engage and support a range of stakeholders.
8. Empathy, compassion, and understanding of the unique challenges faced by children and families in a hospital environment.
9. Ability to handle confidential and sensitive information.
10. An understanding of compliance, legal, safeguarding, child protection and safe working practices.
11. Commitment to Rockinghorse's mission, vision, and values.

Desirable experience, skills and knowledge:

1. Proven experience in coordinating and implementing wellbeing programs, especially in a healthcare or child-centric setting.
2. Skills or experiences delivering wellbeing sessions.
3. Experience of working with volunteers and/or setting up volunteer programmes.
4. Previous work experience with the NHS, a non-profit, or charitable organisation.
5. Knowledge of the available services and organisations which children and young people and families could be signposted to for support.

Work skills you'll need on the job:

1. Excellent people skills, especially with young people, adaptable and flexible in manner and approach.
2. Brilliant project management skills.
3. Brilliant stakeholder management skills.
4. Excellent planning, problem solving and organisational skills.
5. Excellent written and verbal communication.
6. A creative mindset.
7. Ability to work on own initiative and as an active team member.
8. Ability to work under pressure and in a fast-paced environment.
9. Ability to take calculated risks and learn from mistakes.

Benefits of working for Rockinghorse Children's Charity:

- 25 days annual leave (prorated for part-time) plus bank holidays.
- An additional day of annual leave on your birthday.
- Christmas closure days (prorated for part-time) – up to three additional days of annual leave.
- Cycle to work scheme.
- Competitive pension scheme.
- Employee and dependants' health cash plan including access to an online GP and counselling.
- Family leave including maternity, adoption, shared parental and paternity leave.
- Ongoing opportunities for learning and professional development for staff.
- Quarterly reward and recognition days for all staff.
- Opportunity for flexible, hybrid and part-time working.
- Subsidised car parking in Brighton.
- Access to Enterprise Car Club.

Rockinghorse is committed to building an inclusive workplace, with equity for all, whilst embracing and championing inclusion and diversity. We welcome applications from all.

Application Process

To apply, please send your CV and covering letter outlining how you fulfil the eight essential elements of the person specification to: finance@rockinghorse.org.uk

Your covering letter must address your experience, skills and knowledge against the eleven essential elements of the person spec. Applications without a comprehensive covering letter addressing the essentials, will not be considered. If you also have any of the four desirable criteria, please outline these too.

If you need any support with the process or application, please get in touch. We can also talk to through the role and answer any questions you may have informally.

All applicants will be shortlisted (to go to interview) based on their ability to demonstrate they have, or can gain, most of the essential criteria for the role – as demonstrated in the covering letter.

Estimated Timeframes:

- Application Deadline 13th June.
- Shortlisting w/c 17th June.
- Interviews will be 1st July in central Brighton.

Interviews will be with members of the Wellbeing Service Project Steering Group and will consist of a series of set questions (the same for each candidate) about your skills, experience and knowledge relating to the post (Essential, Work and Desirable skills).

The interview will also be an opportunity to ask any questions you may have about the role, the charity and the process of recruitment.

The role will be available from August onwards (depending on post holder's availability).