



# Support Team Manager Recruitment Pack



## Welcome

Thank you for your interest in becoming the Support Team Manager of Mummy's Star.

Having celebrated our 10<sup>th</sup> anniversary in 2023, it is exciting time to join us in this new role, helping the charity grow further for the families who require our support

We have broadened the conversation about cancer and pregnancy nationwide, and internationally too despite our small stature. We now want to build on this and take the charity to that next level by further increasing awareness to both the public and healthcare professionals, to ensure more families can access the support they need at this time. Amongst healthcare professionals, we want to elevate the voices of those we support, so that their needs are truly understood, prioritised and used to inform policy and planning.

We are the only charity in the UK and Ireland focussed solely on this unique set of circumstances, so this role provides a rare opportunity to provide emotional, practical and financial support.

## About Us

Mummy's Star was set up in June 2013 in memory of Mair Wallroth by her husband Pete and their close friend Nicolette Peel MBE.

Following her diagnosis of breast cancer in pregnancy, Mair and her family struggled to find the information and tailored support they needed to help navigate cancer treatment during pregnancy and the emotional challenges they faced, balancing all this with a new-born baby and toddler.

Mummy's Star was created to ensure all mothers/birthing people diagnosed with cancer in and around pregnancy feel better supported and able to make informed choices about their pregnancy care and cancer treatment.

## Cancer and Pregnancy

Cancer diagnosis during pregnancy/postnatally is widely considered rare and occurs in approximately 1 in every 1000 women (Public Health England 2018). Based on the current birth rate, this is approximately 2 women a day.

However, with birth trends changing and family planning moving into later age brackets, we see an ever-increasing overlap into higher risk age categories for some cancers.

## **What we do**

The Charity focusses its work on seven principal areas:

### **Care**

Offering personalised one to one support for every mother/birthing person through video calls, telephone calls, emails and texts by trained Information and Support Workers.

### **Online Peer Support**

Facilitating online forums for mothers/birthing people where they feel safe to ask questions, share their anxieties and offer 'peer to peer' support to one another. These forums are carefully monitored by our Support Team and the forums also help them identify mothers/birthing people who may need additional support.

### **Information**

Providing a 'one stop shop' for advice and information about a cancer diagnosis in and around pregnancy, including signposting to other organisations and local services who can also help them with specific needs.

### **Advocacy**

Advocating on behalf of mothers/birthing people to ensure they can make informed choices throughout pregnancy, birth, loss and beyond. This may include working directly with their healthcare professionals and sourcing further family support by working with other organisations.

### **Education and Awareness**

Delivering a bespoke cancer and pregnancy Education and Training Programme to healthcare professionals to expand on and compliment current training and curriculum provision.

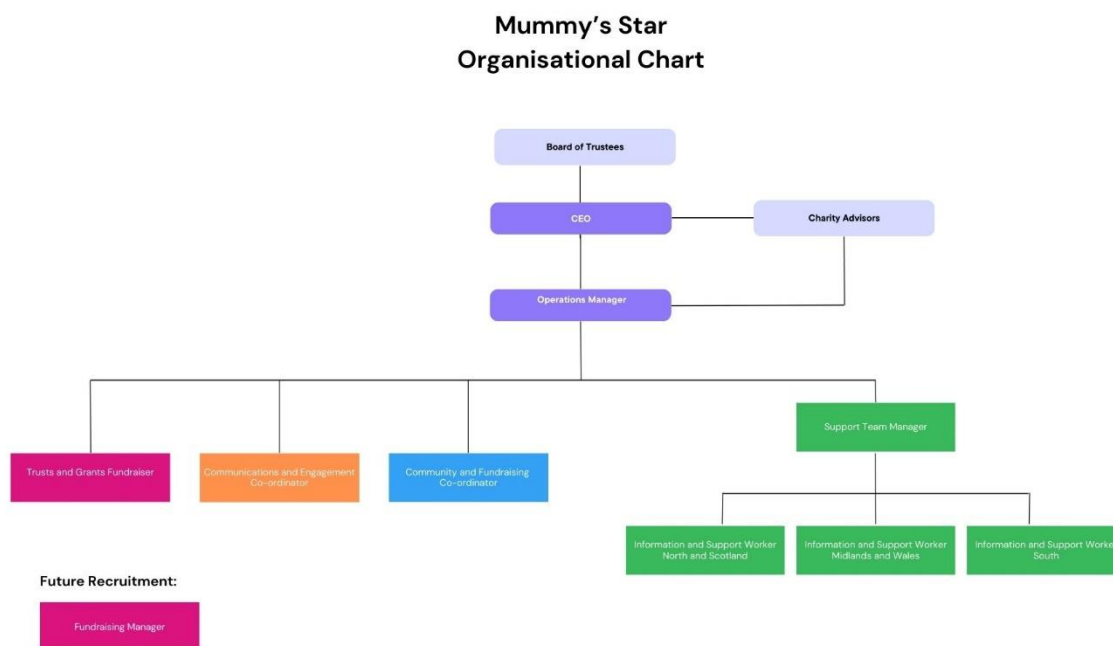
### **Grant**

Managing a Small Grants Programme to help families pay for unexpected costs that arise as a result of their cancer diagnosis. Grants are issued to pay for things such as hospital travel expenses, lightweight baby equipment for after surgery or iPads so mother/birthing people in hospital can keep in touch with their children. In the case of a terminal diagnosis, we also support memory making activities or a family holiday.

### **Bereavement Support**

When a mother/birthing person sadly dies, we continue to support the surviving family, including links to bereavement support and age-appropriate resources for children.

## Mummy's Star Organisational Chart



## What do we offer?

We offer an attractive benefits package including:

- 3% employer pension match scheme with SMART Pension
- 25 days Annual Leave plus bank holidays (Pro-rotta)
- A day off for your birthday
- A Christmas shopping day or alternative cultural celebration day
- Closed period in between Christmas and New Year for all staff (not part of your annual leave)
- Travel reimbursement
- Regular Professional supervision
- Training and development opportunities
- Mummy's Star provides the equipment you need to work from home incl laptop, printer, mobile phone, very cosy hoody, t-shirts and more.

## Job Description

**Position:** Support Team Manager

**Employer:** Mummy's Star

**Responsible to:** Operations Manager

**Responsible for:** Support Team (3)

**Location:** This role is remotely based. There may be requirement to travel for periodic team meet ups, away days and for attending events pertinent to the role.

**Start Date:** ASAP

**Equipment:** Laptop, Printer and Mobile Phone Provided

**Salary Range:** £29,000 – 32,000 FTE (£24,857.14 - £27,428.57 actual)

**Hours:** 30 hours per week over 4/5 days

**Type of Contract:** 2 years fixed terms contract

**Holidays (Pro rata):** 25 days annual leave plus bank holidays (pro rata), closed office days in between Christmas and New Year, a day off for your birthday and an extra day for cultural celebrations.

**Pension:** Smart Pension

### The Role

- To provide day to day management and supervision of our remote Support Team, providing guidance and support to deliver appropriate information and advice for our mums and families.
- Provide casework support to Mummy's Star families.
- Work closely with the Operations Manager to implement consistent processes and ensure appropriate training and development for the Support Team.

### Job Purpose & Responsibilities

Reporting to the Operations Manager, the post holder will manage the Support Team at Mummy's Star. More specifically you will be responsible for:

#### Support Team Management (50%)

- Provide quality support, leadership, development and line management
- Oversee the delivery of individual, tailored support for families
- Regular review and assessment of caseload including co-ordinating weekly caseload meetings and management of new grant application flow to Trustees.
- Work with the support team to regularly monitor, evaluate and report on the support provided by Mummy's Star.
- Act as Lead Professional in complex cases if required.

- Working with the CEO and Operations Manager to ensure the wider team has appropriate resources and support around wellbeing
- Complying with the charity's administration, monitoring and financial systems
- Working in close partnership with health care professionals, charities, and other key stakeholders
- Work with the Operations Manager to develop new engagement tools for families to improve accessibility.
- Assist the team to co-ordinate the Ask the Expert events and other resources
- Contribute to, and support the development of, the charity locally, regionally, and nationally

### **Information and Support Casework Delivery (50%)**

- Receiving referrals and assessing needs of families from contact via self referral (post, email, online and social media) and third party referrals (health care professionals, families and charities)
- Providing families with the appropriate support based on their needs, this will include 121 emotional support, signposting to financial/practical support and peer support via our online forum.
- Ensuring support to mums and families is reviewed at regular intervals.
- Maintain and monitor the online peer support forum.

### **Other Duties and information about the role**

- The post holder may be required to undertake any other duties that fall within the nature of the role and responsibilities of the post as required to support the charity and beneficiaries.
- Some evening and weekend work may be required but time off in lieu (TOIL) will be given for this.
- A DBS check will be required for this role.
- Mummy's Star promotes equal opportunities and as such all staff members are expected to treat staff, beneficiaries, and anyone else they interact with as part of the role, with dignity and respect and without discrimination. Any concerns around treatment or behaviour must be escalated to the CEO or Chair.

## Person Specification

Note to applicant: When completing your application, you should demonstrate the extent to which you have the necessary education, experience, knowledge, and skills identified for the post.

Essential/Desirable skills, abilities, experience, and special requirements for the post of Support Team Manager

<b>Support Team Manager</b>		
<b>Criteria</b>	<b>Essential</b>	<b>Desirable</b>
<b>Education and qualifications</b>		
Good general standard of education including L3 English and Maths	✓	
<b>Experience</b>		
Understanding of the needs of families with illness	✓	
Relevant previous or current employment or voluntary work, including of working/supporting individuals or families	✓	
Experience of managing teams or co-ordinating work streams	✓	
Experience of home-working and remote line management of staff		✓
Experience of developing support services, ideally within the charitable sector		✓
<b>Knowledge</b>		
Understanding of the needs of families with illness	✓	
Knowledge of safeguarding issues and processes	✓	
Knowledge of the roles of agencies providing services for families with cancer		✓
Awareness of the challenges and opportunities for the Charity Sector.		✓
<b>Skills &amp; Abilities</b>		
Ability to plan and manage your own work and the work of others in a pressured environment, including setting priorities; meeting deadlines and monitoring performance	✓	
Ability to process, collate and clearly and accurately record information and case notes	✓	
Excellent communication skills and the ability to build rapport with a wide range of audiences	✓	
Strong interpersonal skills and comfortable being a representative of the organisation	✓	
Ability to identify ongoing training needs and deliver appropriate support to ensure high quality of service	✓	
Experience in service evaluation, measurement and reporting		✓
<b>Attributes</b>		
Ability to empathise and feel comfortable with service users of Mummy's Star	✓	

Ability to lead, influence and inspire within a team environment	✓	
<b>Special requirements</b>		
Able to work flexibly, occasional evening or weekend work and annual residential training	✓	
Willingness to access training opportunities (both in personal and virtually)	✓	
Eligibility to work in the UK	✓	

### Application process

To apply for this role, please email a copy of your CV along with a cover letter (no more than 2 A4 pages) to Lauren Bailey (She/Her), Operations Manager [lauren@mummysstar.org](mailto:lauren@mummysstar.org)  
Please ensure your cover letter demonstrates your interest in the role and how you meet the experience, knowledge and skills required.

Deadline for submitting your application for this role is **14 June 2024, 12 noon**.

Interviews will be held virtually over Zoom during the weeks commencing 1<sup>st</sup> July and 8<sup>th</sup> July.

We are happy to consider any reasonable adjustments that candidates may need during the recruitment process. If you would like to discuss this further, please contact Lauren [Lauren@mummysstar.org](mailto:Lauren@mummysstar.org).

For any questions or to arrange an information conversation about this role, please contact Pete Wallroth (He/Him), our Foundation and CEO on [pete@mummysstar.org](mailto:pete@mummysstar.org)

**We reserve the right to close this vacancy early if we receive enough suitable applications to take forward to interview prior to the published closing date.**



