



POST TITLE: Family Engagement Coordinator
JOB TYPE: Full time/ 35 hours per week
LOCATION: Cheltenham office with hybrid home working, approx. 50/50
SALARY: £24,571 per annum
START DATE: ASAP
DURATION: Permanent

A Bit about Us:

WellChild, based in the centre of Cheltenham, is the national charity for seriously ill children and their families. We fund programmes and services to make it possible for children and young people living with serious illness to be cared for at home instead of hospital.

What we are looking for:

We are seeking an enthusiastic and well organised Family Engagement Coordinator to work within our Family Team. This role will be working directly with charity beneficiaries - parents and carers of children with serious and complex health needs. This is a diverse and interesting role that is central to the development and expansion of our WellChild Family Tree service.

Purpose of the role:

The Family Engagement Coordinator is vital to the success of the WellChild Family Tree Network. This is a growing network that exists to connect families across the UK caring for a child with serious and complex medical needs with each other and with WellChild. Through its online Facebook forum, and programme of activities, events and communications, it provides members with the opportunity to make friends, make memories and get support.

Working within the Family Team and as part of the wider Programmes team this role will report to the Family Programme Manager and is central to the development and expansion of the WellChild Family Tree. Key to this role is taking ownership of and delivering a well-defined WellChild Family Tree membership experience that attracts and engages families from across the UK and includes the provision of high-quality content and regular communications.

There are two key parts to this role:

1- WellChild Family Tree – Developing & expanding the WellChild Family Tree community, overseeing our membership journey from registration to production and coordination of regular newsletters and mailings.

2- Engagement & Events – Supporting family events from coordination of invites, registrations, planning & delivering activities. Engaging with families in our community including connecting families in our online forum and seeking family involvement and feedback on activities/projects.

You will also be expected to help identify case studies that can be used to promote the work of the charity, whilst monitoring & evaluating activities and engagement, producing reports as necessary. Throughout your work you will embed safeguarding processes and policies to keep families safe.

You will be able to:

- Demonstrate recent experience in supporting vulnerable people.
- Build and sustain valuable relationships with our families so they feel engaged and supported from the moment they join the network.
- Support and work with the Family Programme Manager to maximise strategies to grow the network, increasing our membership base to include harder to reach and more diverse families.
- Demonstrate excellent attention to detail
- Demonstrate commitment and ability for strong team working
- Effectively prioritise and work calmly under pressure
- Collaborate with other teams across the organisation such as communications & fundraising to maximise promotion for events.

You will have:

- A passion for working with families whose children who have complex medical needs.
- A desire and commitment to improve family's ability to thrive at home, reducing isolation and improving their emotional resilience.
- Strong communication and organisational skills
- You will have experience using Client Management Systems
- A competent Microsoft Office user
- A full UK driving license

For an informal chat and more details about the role please feel free to contact Catherine Davies, Family Programme Manager on catherinedavies@wellchild.org.uk

What we can offer:

- Competitive salary £24,571
- 23 days holiday on appointment rising to 27 days plus 8 bank holidays
- Stakeholder Pension Scheme from appointment
- Employee Assistance Programme
- TOIL for out of hours work

Other:

This is a permanent full-time role, based in Cheltenham. In conjunction with this we operate a hybrid home working/ office working policy.

There will also be some travel to meetings and events required that fall outside of normal working hours.

WellChild actively promotes equality, diversity and inclusion. We match charity needs with skills and experience of candidates, irrespective of age, disability (including hidden disabilities), gender, gender identity or gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, or sexual orientation. We do this because we know greater diversity will lead to even greater results for the charity and families that we work with

Safer Recruitment:

Safer Recruitment WellChild is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. The suitability of all prospective employees or volunteers will be assessed during the recruitment process. The successful candidate will be required to complete regular safeguarding training and undertake a DBS check relevant to the requirements of the role. For this role that will involve a basic disclosure

How to Apply:

Application forms can be found at <https://www.wellchild.org.uk/jobs-and-volunteering/>

Completed application forms should be sent to Johannawaltho@WellChild.org.uk

Applications can also be posted to HR Team, WellChild, Sunningend Business Centre, 22 Lansdown Industrial Estate, Cheltenham GL51 8PL

Use of Curriculum Vitae (CVs)

Our policy is to recruit our employees on the basis of their suitability for the work to be done. An application form allows us to compare individuals based on like for like information and as such we do not accept a CV unless accompanied by a fully completed application form.

Recruitment Timetable

Application deadline: 9am 20th August 2024

Interview date: Tuesday 3rd September 2024

Interview location: Cheltenham Office

Queries

If you have a query regarding the recruitment process, require additional information, or would like to arrange an informal discussion about this role, please contact Johanna Waltho, HR Manager on Johannawaltho@WellChild.org.uk

Retention of Personal Information

Please see our Privacy Statement which can be found at: <https://www.wellchild.org.uk/privacy-cookies/>