



Life is precious

Supporting babies, children and young people with complex disabilities and life-limiting conditions
in the North-east of Scotland

Application Pack

Volunteer & Information Coordinator



Contents

Letter from the Children and Families Service Manager

About Charlie House

Role Profile

Person Specification

Application Procedure

38 Albyn Place, Aberdeen, AB10 1YN

www.charliehouse.org.uk
info@charliehouse.org.uk
Facebook.com/CharlieHouseHQ
Twitter.com/@CharlieHouseHQ



Life is precious

October 2018

Dear Applicant,

Volunteer & Information Coordinator

Thank you for your interest in the above role.

Charlie House is a locally based children's charity which engages in activities and projects to support children with complex disabilities and life limiting conditions and their families in North-east Scotland. The charity currently provides a regular Activity Club, activities for siblings and parent carer groups. Since 2014, we have also provided an annual Activity Short Break for families. We also fund a Community Nurse and we are very excited to develop the Community Support Team going forward.

Recent research has shown that the number of children and young people with a life-limiting condition in Scotland has increased by 50% over the last 10 years. There are at least 1500 children and young people in the North-east with a life limiting condition and we want to be there for every one of them.

Our existing Activities Club, Siblings Club, Parent/Carer Club and annual trip for families to Kielder are already very well attended but our aim is to have more opportunities, emotional support and choices for our families.

This post is a key role in supporting the ongoing development of our very special charity and enabling volunteering to become a key part in the support mechanism of the charity. As already mentioned this post will enable us to support the expansion and enhancement of our existing services, aid fundraising in order to achieve our charitable goals and also support our long term goal of providing a specialist care and support centre in Aberdeen.

We are looking for someone who is as passionate and enthusiastic as we are about helping these very special children live life to the full. If you feel that you can help us to deliver our goals, we look forward to receiving your application.

Kindest Regards,

Leigh

Leigh Ryrie

Children & Families Support Manager

Supporting babies, children and young people with complex disabilities and life-limiting conditions in the North-east of Scotland

Grampian Children's Respite Care
A Charity Registered in Scotland Number SC042643
A Company Limited by Guarantee and Registered in Scotland Number SC465466
Registered Office: Johnstone House, 52-54 Rose Street, Aberdeen, AB10 1HA



About Charlie House

Grampian Children's Respite Care was established in late 2010 to address the identified difficulties in accessing appropriate care and support for children and young people with complex needs, and their families, in the North-east of Scotland. The charity was launched officially in January 2013 after securing charity registration and the support of NHS Grampian and Social Care professionals in the area for our proposed projects.

In the very early days we commissioned research into caring for a child with a disability. The Carers Report highlighted the difficulties of caring for a child with a disability and the impact on finance, relationships, health and well-being of the whole family. This report echoed many other studies conducted both in Scotland and across the UK by charities such as Carers UK and Shared Care Scotland. It is widely accepted that supporting carers with their caring role means that they can care better for longer and improve the well-being of the whole family.

Children with complex disabilities, and/or life-limiting conditions, more often than not, experience a degree of social exclusion as they are not able to take part in everyday activities that others their age can. They have limited opportunities for making friends, enjoying activities and having fun. The whole family becomes more socially isolated than most and are often dealing with stressful caring situations without access to appropriate support.

Our Purpose and Vision

The charity is known publicly as Charlie House; its purpose is to engage in activities and projects to support children with complex disabilities and life limiting conditions and their families in North-east Scotland.

Our vision is that all children with life limiting conditions in the North-East receive the necessary support they require from the very start of their life journey, including a smooth transition from hospital to home, receiving practical and emotional support for the whole family, enjoying activities, making memories and living life to the full.

Our mission is to improve life quality for children with life limiting conditions and their families in North-East Scotland.

Supporting babies, children and young people with complex disabilities and life-limiting conditions in the North-east of Scotland

Grampian Children's Respite Care
A Charity Registered in Scotland Number SC042643
A Company Limited by Guarantee and Registered in Scotland Number SC465466
Registered Office: Johnstone House, 52-54 Rose Street, Aberdeen, AB10 1HA



Future Plans

In the short term, our plans are to expand the Activities Club, establish sibling and parent carer support groups and expand our community team. In the long term, we will be progressing our plans for a Specialist Care Centre in Aberdeen.

For more information on Charlie House visit our website www.charliehouse.org.uk, check out our Facebook page or follow us on Twitter @CharlieHouseHQ or Instagram

This post has been made possible thanks to funding from the National Lottery



**NATIONAL
LOTTERY FUNDED**

Supporting babies, children and young people with complex disabilities and life-limiting conditions in the North-east of Scotland

Grampian Children's Respite Care
A Charity Registered in Scotland Number SC042643
A Company Limited by Guarantee and Registered in Scotland Number SC465466
Registered Office: Johnstone House, 52-54 Rose Street, Aberdeen, AB10 1HA



Role Profile

Position	Volunteer and Information Coordinator
Type	Full-time fixed-term for one year initially with potential extension dependant on funding
Hours	37.5 hours per week – some evening and weekend work will be required, we have a time off in lieu policy to accommodate this
Salary.	From £22,746 dependant on experience
Location	Office based and some travel within the community will be required
Reports to	Children & Families Service Manager
Responsible for	Volunteers
Role purpose	The Volunteer and Information Coordinator will develop and roll out a new volunteer project to support and enhance the work of Charlie House. Working alongside the services and fundraising teams this new role will identify volunteering opportunities with the aim of increasing the organisation's capacity to support babies, children and young people with life-limiting conditions and complex disabilities, and their families in NE Scotland. Ensuring volunteers are appropriately trained, supported and motivated is key to this role, as is a commitment to the values and goals of the organisation.
Responsibilities	<ul style="list-style-type: none"> • Create a volunteer recruitment strategy, induction and training package • Carry out recruitment drives and interview subsequent applicants • Deliver relevant training for volunteers and administer PVG checks • Create appropriate volunteering opportunities and role descriptions based on the needs of the organisation • Carry out regular support and supervision of volunteers • Monitor and evaluate volunteering activity and make improvements where necessary • Recognise volunteering achievements by nominating volunteers for awards, gain accreditation and organise celebration events • Review and update relevant policies and procedures, including risk assessments • Keep up to date with legislation and policy related to volunteering and make any changes necessary

Supporting babies, children and young people with complex disabilities and life-limiting conditions in the North-east of Scotland

Grampian Children's Respite Care

A Charity Registered in Scotland Number SC042643

A Company Limited by Guarantee and Registered in Scotland Number SC465466

Registered Office: Johnstone House, 52-54 Rose Street, Aberdeen, AB10 1HA



	<ul style="list-style-type: none"> • Carry out presentations and talks to raise awareness of Charlie House • Work with multiple agencies across different sectors to establish good working relationships • Work alongside the fundraising and services teams to understand how they work and identify their volunteering needs • Work alongside the Director of Marketing and Communications to promote volunteering through publicity strategies and campaigns • Manage budgets and resources, including the recording and reimbursement of expenses • Maintain information and undertake any other administrative duties. • Provide accurate and timely information for the Board and Funder reports • Undertake training and other activities to support professional development • Attend and contribute to regular team meetings
Key external contacts	<p>You will develop strong links with:</p> <ul style="list-style-type: none"> • The charity's beneficiaries • Local community groups, individuals and corporate partners • Local service providers, charities and support agencies • Health, Social Work and Education professionals
Key internal contacts	<p>You will work closely with the fundraising, services and comms teams to deliver targets developed in line with the strategic plan.</p>
Financial dimensions	<p>You will be responsible for providing support within a budget as set out in the Annual Budget.</p> <p>Produce accurate and timely reports for the Board of Trustees and Senior Management Team</p> <p>Produce accurate information for reporting to Funders</p> <p>Ensure the accurate keeping of records</p>
Other considerations	<p>Ensure regulatory compliance – with internal policy and procedure alongside external requirements e.g. Child Protection, practices and policies.</p> <p>You may be required to travel throughout the North-east although expenses are covered and time off in lieu is given where possible and/or appropriate.</p>
Holiday entitlement	<p>25 days annually plus public holidays pro rata</p>

Supporting babies, children and young people with complex disabilities and life-limiting conditions in the North-east of Scotland



Person Specification

<p>Essential experience</p>	<ul style="list-style-type: none"> • Significant experience in a similar role • Experience of supervising and motivating people • Experience of developing and delivering support on a one-to-one and group basis • Experience of monitoring, reporting against plans and budgets • Experience within the voluntary and/or public sector • Excellent verbal and written communication skills • Ability to adapt communication style for different audiences and stakeholders • Ability to respond quickly and efficiently to changing circumstances
<p>Desirable skills & abilities</p>	<ul style="list-style-type: none"> • Excellent collaborative and team working skills • Organisation and problem-solving skills • Flexibility and adaptability • Ability to maintain confidentiality and manage sensitive information • A good understanding of the challenges faced by the families supported by Charlie House • Take an empathic approach and have a commitment to making a positive difference to the lives of service users • Experience and knowledge of safeguarding practices and procedures • The ability to work independently and to deliver on targets • Competent computer skills to record and maintain accurate data • Experience of volunteering
<p>Qualifications</p>	<ul style="list-style-type: none"> • Full UK driving licence and access to transport • Qualified in related subject

Supporting babies, children and young people with complex disabilities and life-limiting conditions in the North-east of Scotland



Application Procedure

How to apply

To apply for this post, please read the attached information, role and person specifications carefully. If you feel that your skills are suited to the needs of the role please send or email your CV, with two references, and a covering letter to include a statement identifying any relevant skills, experience and abilities that match the specifications required to:

leigh@charliehouse.org.uk

or to:

Leigh Ryrie
Children and Families Service Manager
Charlie House
38 Albyn Place
Aberdeen
AB10 1YN

The closing date for applications is **5pm on Thursday 18th October 2018.**

Interviews

Interview dates have not yet been set, but are expected to be around **October 25th and 26th** and will take place in Aberdeen. Please indicate in your covering letter any dates that are unsuitable, we will try to accommodate these if your application to interview is successful.

References

Please give the names and addresses of two people who can provide an assessment of your suitability for this post. **One should be your current or most recent employer.** References will not be taken up until the position is offered and accepted.

Work Permit

If you require a work permit to work in the UK please inform us in your covering letter.

Data Protection

All information provided will be kept in accordance with General Data Protection Regulations.

Supporting babies, children and young people with complex disabilities and life-limiting conditions in the North-east of Scotland

Grampian Children's Respite Care
A Charity Registered in Scotland Number SC042643
A Company Limited by Guarantee and Registered in Scotland Number SC465466
Registered Office: Johnstone House, 52-54 Rose Street, Aberdeen, AB10 1HA