



Life is precious

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

Application Pack

ReCharge Supervisor



CONTENTS

Letter from the Fundraising Director

About Charlie House

Role Profile

Personal Specification

Application Procedure

April 2021

Dear Applicant,

ReCharge Supervisor

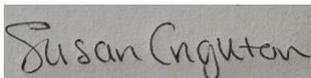
Thank you for your interest in the above role.

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. During COVID, all of our services was provided virtually including regular live and on demand activities, support session, pre and post -bereavement sessions and gifted items to families to support them during shielding and isolation. We are very much looking forward to continuing to work and support the families face to face as restrictions start to ease. To allow us to do this, and to continue funding the Charlie House Community Nurse based at Aberdeen Royal Infirmary, we have to continue raising much needed funds.

Our ReCharge Café is a social enterprise, where 100% of profits made support the work of Charlie House. We are looking for a part-time ReCharge Supervisor to strengthen our existing team. Working hours are agreed on a bi-weekly basis and worked as part of a rota. As well as supervising the ReCharge Team, which will consist of Hosts and Volunteers, and serving in the café you will play a key role in sharing the Charlie House story with customers, and how their purchase makes a real difference to local families.

We are looking for individuals who are 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,

A rectangular box containing a handwritten signature in cursive script that reads "Susan Crighton".

Susan Crighton
Director of Fundraising

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.

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.

Role Profile

Position	ReCHarge Supervisor
Type	Part-time
Hours	<p>ReCHarge Operating Hours</p> <p>Monday – Sunday, exact opening hours to be confirmed</p> <p>You will participate in a rota covering your agreed hours.</p> <p>This role will offer 22.5 hours per week, with the potential to increase to 30 hours per week.</p>
Location	ReCHarge Café, Bon Accord Centre, Aberdeen
Reports to	ReCHarge Manager
Role purpose	<p>To ensure all customers receive the best experience when visiting ReCHarge, in a clean, friendly and welcoming environment.</p> <p>You will be responsible for supervising the ReCHarge Team which will consist of Hosts and Volunteers as well as assisting the manager in the smooth running of the ReCHarge Café.</p> <p>You will meet and greet customers, always representing and promoting ReCHarge and Charlie House in a professional manner.</p>
Responsibilities	<ul style="list-style-type: none"> • To fully comply with H&S and food hygiene regulations at all times and to ensure adherence to Food Hygiene, COSHH and fire regulations. • To familiarise and fully comply with COVID-19 guidelines, implemented throughout the café, ensuring that staff members do too. • Ensuring that safety precautions and procedures are observed by staff at all times. • Cash Handling. • Float Management. • Daily till reconciliation. • Ensure that all customers have an enjoyable ReCHarge experience. • To set-up and set down & cleaning as required. • To report faults or shortages in equipment to manager. • To maintain stock replenishment and rotation. • To ensure the correct usage of cleaning material and equipment. • To pass on any new ideas generated by yourself or customers to the ReCHarge Manager.
Key external contacts	<p>You will develop strong links with:</p> <ul style="list-style-type: none"> • Customers • Bon Accord Centre personnel
Key internal contacts	You will work closely with the ReCHarge Manager, ReCHarge Hosts, ReCHarge volunteers and Charlie House Team.
Holiday entitlement	31 days plus 2 days public holidays (Christmas Day and New Years Day) which will be pro-rated to hours worked.

Personal Specification

Essential experience	<ul style="list-style-type: none">• Experience in a similar role – supervising staff with the ability to lead a team.• Previous experience working in a customer service environment.• Stock Control.• Cash Handling.
Essential skills & abilities	<ul style="list-style-type: none">• A flexible and can do attitude.• Strong numeracy skills.• Ability to communicate clearly.• Efficient and reliable.• Commitment to great customer service and aims to exceed customers' expectations.
Qualifications	<ul style="list-style-type: none">• Food hygiene certificate - preferable



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 email your CV, with two references and an informative covering letter to include a statement identifying any relevant skills, experience and abilities that match the specifications required to Kerry Campbell, HR Manager at kerry@charliehouse.org.uk

Closing Date & Interviews

The closing date for this post is **Thursday 20th May 2021**. Interviews will take place w/c 24th May 2021.

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 the requirements of the General Data Protection Regulations.