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**ROLE PROFILE**

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| **Role:** | Connections Support worker – All-Island Connections Team |
| **Reporting to:** | Connections Team Manager |
| **Direct Reports:** | N/A |
| **Salary Scale:** | Band 8, Pay Points 32-35 {£29,271.00 - £31,634.00} |
| **Hours:** | 35 |
| **Location:** | Belfast HQ |
| **Date:** | April 2024 |
| **Contract:** | Starting on 1st April 2024 (Temporary, 12 months) |

**Role Overview**

The overriding remit and responsibility of the postholder is to work as an effective member of the Connections Team within Cancer Fund for Children (CFFC). Ensuring all families referred and eligible to avail of our services are supported to do so. This role will ensure families receive skilled, compassionate and flexible over the phone/remote support initially and throughout their time with us. Families will receive the right information and are navigated to our direct support internally, or external support if required.

**Key Accountabilities**

1. **Operational Accountabilities**
   1. Develop, agree and implement, in conjunction with the Connections Team Manager, effective operational plans for service delivery across our all-island services team and in line with the overall Cancer Fund for Children Operational and Strategic Plans.
   2. Ensure families referred to us receive timely, compassionate and informative initial calls, initial assessment and ongoing phone support throughout their time with us.
   3. Ensure families who may become bereaved during our support with them receive timely follow up calls and ensure they are supported throughout their time with us.
   4. Through agreed assessments, identify individual/family needs and ensure families seeking specific internal supports are linked to them/or are made aware of other external services not provided by CFFC.
   5. Deliver a high standard of care through on-phone support, ensuring parents/guardians feel valued, heard and supported.
   6. Maintain excellent working relationships with our community, hospital and Daisy Lodge teams across Ireland in order to maximise our support to families and ensure clear and consistent pathways.
   7. Input into the development and implementation of the service pathway across CFFC.
   8. Maintain confidential, accurate case records to account for all contact with families.
   9. Work closely with team colleagues across Ireland to ensure children, young people and families are made aware of all events, opportunities and services available to them.
   10. Support wider services team in the design and running of key events for families.
   11. Provide written reports to an agreed standard, as agreed, and requested by the Connections Team Manager.
   12. Contribute to the development of new ideas and proposals as part of the operational planning process.
   13. Develop and maintain close working relationships with wider stakeholders, referrers and others across the cancer sector in Ireland.
2. **General Accountabilities**
   1. Provide accurate data, as determined by the Connections Team Manager, on an agreed basis.
   2. Provide support to volunteers to ensure they receive appropriate direction and resources to fulfil their designated role.
   3. Be cognisant and compliant with all Cancer Fund for Children policies and procedures designed to meet all service delivery requirements that apply to the organisation as a whole.
3. **Financial Accountabilities**
   1. Work within agreed project expenditure, in-line with budgets up to a limit set by the Connections Team Manager.
   2. To submit all expenses to the Connections Team Manager on a monthly basis.
   3. To ensure responsibility of all resources held within the post’s remit, including equipment and facilities.

### General Duties:

* 1. To attend all Connections Team meetings, prepare material and fully contribute to casework discussions.
  2. To be available for planning, review, supervision, support and appraisal meetings.
  3. To be available for on-going professional development/training opportunities and to attend all mandatory training.
  4. To actively contribute towards the public relations and communications within the charity both internally with colleagues and externally through the direct liaison with families and promotion of your work.
  5. To promote Cancer Fund for Children services available to children and young people and their families.
  6. To represent Cancer Fund for Children as delegated by the Connections Team Manager.
  7. To perform any other reasonable duties and specific projects deemed to be within the post-holder’s competence, as assigned by management to contribute to the overall aims of the Cancer Fund for Children.

**Person Specification**

| **Key Criteria** | **Essential** | **Desirable** |
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| ***Qualifications*** | * Recognised Professional Qualification in Social Work, Health Care, Youth and Community work, counselling or similar;   ***AND***   * At least 2 years relevant experience. | * Registered with the Northern Ireland Social Care Council or equivalent in Health/Youth Work. * Able to demonstrate clear evidence of ongoing professional development. |
| ***Experience / Knowledge*** | * At least 2 years’ experience ofdelivering direct services to children/youngpeople and their families. * Experience of providing on-phone or remote support. * Knowledge of relevant government policy supporting children and families affected by cancer. * Knowledge of child protection legislation and procedures. * Knowledge of assessment tools/ methods. * Experience of working within set budgets. | * Experience of working on a helpline/support line. * Experience of working in the field of critical illness, disability, bereavement and loss. * Experience of carrying out assessments of need and drawing up support plans. * Experience of advocacy/rights-based work with children/young people/parents. |
| ***Competencies*** | * Excellent written and verbal communication skills to include: * Active listening skills * Group work skills * Assessment skills * Strong report writing skills. * Monitoring and Evaluation skills. * Ability to forward plan, prioritise and manage time/workload. * Proficient use of industry-standard ICT software, including database packages. * Innovative, resilient and adaptable to change. * Ability to work both independently and as part of a team. | * Ability to develop relationships with a wide range of professionals/charities and other stakeholders. |
| ***Job Circumstances*** | * Ability to travel as required. * Driving licence or alternative means of flexible transport. * Occasional requirement to work flexible hours including evenings and week-ends. |  |

This job information is not intended to be either restrictive or definitive. It is important to note that the responsibilities of the post may change to meet the evolving needs of the services that the charity provide

***NB: The organisation reserves the right to enhance the above criteria to facilitate short-listing.***