

## **JOB DESCRIPTION**

<b>JOB TITLE:</b>	<b>ASSISTANT</b> <b>Children's Health and Wellbeing Services</b>
<b>LOCATION:</b>	OFFICE based with HQ in Edinburgh
<b>HOURS:</b>	21 hours per week. Hours to be flexibly arranged and may include Saturdays and some evening work. Some overnight stays may be required away from home. Time off in lieu may be taken for any extra hours worked with agreement of line manager. No overtime payments are possible.
<b>GRADE:</b>	SCP 16-20
<b>ACCOUNTABLE TO:</b>	The post-holder will be line managed by the Head of Children's Health and Wellbeing Services, who in turn is accountable to the Chief Executive and ultimately to the Children's Health Scotland (CHS) Executive Committee. The post-holder will take part in regular Support and Supervision meetings with their line-manager and will provide regular written reports to their line-manager and Chief Executive.
<b>SALARY:</b>	£20,132 pro rata. This position is subject to funding and is currently Fixed Term to end of March 2022 with a view to extension should further funding become available.

### **JOB PURPOSE**

The overall purpose of the post is to further the aims and objectives of Children's Health Scotland (CHS) by helping children and young people meet their healthcare needs in partnership with parents, carers and professionals. Specifically, you will work with the Head of Children's Health and Wellbeing Services to assist in the delivery of services across Scotland. The aim of Children's Health Scotland is to help children and young people meet their healthcare needs in partnership with parents, carers and professionals. We operate a national service across Scotland.

Through the delivery of our Children's Health and Wellbeing Services (CHWBS) we can offer:

- Expertise and information from a national and local perspective
- A national voice through Policy, Planning and Participation
- Improved life experiences through health and wellbeing support
- Training
- Health-related Play
- Face-to-face support

## **KEY RESPONSIBILITIES**

### **Assistant, Children's Health and Wellbeing Services**

Work with the Head of CHWBS and the Co-ordinator to:

#### **OPERATIONAL RESPONSIBILITIES**

- Assist with the promotion of the CHWBS and more specifically, the Self-Management Service (SMS) e.g. attending workshops, dissemination of information materials, attending events, promotion via social media, and engaging with health professionals and families.
- Participate in referral meetings for the SMS.
- Assist in identifying and preparing children and young people to take part in the SMS and providing support throughout the Programme.
- Assist in the preparation, set up and delivery of face-to-face workshops and online group sessions as part of SMS Programmes.
- Ensure CHS branding is visible and a warm welcoming environment is created for children, carers, and parents/carers who attend workshops or participate online.
- If applicable, responsible for organising the workload of a Junior Assistant .

#### **ADMINISTRATIVE RESPONSIBILITIES**

Supporting a rota system with other Assistant personnel, responsible for:

- Opening the CHS office in the morning and closing in the evening on a rota basis.
- Answering the office telephone and directing calls as appropriate.
- Receiving and responding to email messages and maintaining filing systems.
- Maintaining office operations by receiving and distributing communications; collecting and mailing correspondence and copying information as required.
- Maintaining office supplies by checking stock; anticipating requirements; recommending the placement of orders; verifying receipts; stocking items and delivering supplies to workstations.
- Carry out administrative tasks as required, e.g. printing, scanning, record keeping, data entry, preparing and distributing home packs.

#### **GENERAL**

- Comply with all legal requirements and work in accordance with CHS policies and guidance.
- Work collaboratively with other CHS team members and with line manager to identify training needs.
- Carry out any other relevant assistant tasks as may be deemed appropriate.

*As this post is working with children and young people the successful application will require to undergo a successful PVG check with Disclosure Scotland. During periods when workshop programmes are being delivered, hours will be worked flexibly including occasional early evenings and weekends.*

## PERSON SPECIFICATION

REQUIREMENT	MEASURES OF SUCCESS (KEY PERFORMANCE)
<ul style="list-style-type: none"> <li>• Super organised, friendly and helpful.</li> <li>• Relevant qualifications.</li> </ul>	<ul style="list-style-type: none"> <li>• Understands how to deal with enquiries and complaints professionally, effectively, and sensitively.</li> <li>• As a minimum, educated to SCQF level 6 or be able to demonstrate direct relevant experience for the role.</li> <li>• Familiarity with the ethos of the voluntary sector.</li> </ul>
<ul style="list-style-type: none"> <li>• Excellent communication and interpersonal skills.</li> <li>• Persuasive and effective presenter and trainer.</li> </ul>	<ul style="list-style-type: none"> <li>• Uses effective and considered communication, demonstrating an understanding of appropriate communication to all levels.</li> <li>• Understands and uses effective influencing behaviours and able to express the Children's Health Scotland's vision, aim and objectives.</li> <li>• Can produce Powerpoint Presentations following corporate guidelines.</li> </ul>
<ul style="list-style-type: none"> <li>• Is confident and self-motivated.</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrates the ability to work independently within the parameters set by the line manager.</li> <li>• Understands a professional approach to work.</li> </ul>
<ul style="list-style-type: none"> <li>• Ability to problem solve and respond in a crisis.</li> <li>• Ability to work unsupervised.</li> <li>• Well-organised and able to juggle competing priorities.</li> </ul>	<ul style="list-style-type: none"> <li>• Successful track record of service development including the implementation and delivery of new and current projects.</li> <li>• Demonstrates experience in problem solving complex issues involving a range of stakeholders.</li> <li>• Delivers key outputs and responds to managerial requests in a timely fashion.</li> <li>• Stays calm under pressure.</li> <li>• Has a clear idea of priorities and can manage their time appropriately.</li> </ul>
<ul style="list-style-type: none"> <li>• Ability to assist in the delivery of services offered by Children's Health Scotland.</li> </ul>	<ul style="list-style-type: none"> <li>• Uses relationships effectively to achieve successful delivery of Children's Health Scotland services.</li> </ul>
<ul style="list-style-type: none"> <li>• Team worker with a flexible approach to the role and its future development.</li> </ul>	<ul style="list-style-type: none"> <li>• Proactive and considered communication with line manager and other members.</li> </ul>
<ul style="list-style-type: none"> <li>• Comfortable working with technology and efficient use of IT, particularly the main Microsoft Office programs.</li> </ul>	<ul style="list-style-type: none"> <li>• Collates data efficiently and liaises with colleagues as required.</li> </ul>

- Produces clear and well organised reports and spreadsheets using approved Children Health Scotland formats.

- Is able to work through challenges in positive and effective ways.
- Clear understanding of the need to maintain confidentiality.
- Passionate about the work of the Children's Health Scotland and is sympathetic to its values and ethos
- Demonstrates resilience, resourcefulness, flexibility, and perseverance.
- Demonstrates personal integrity and commitment to the values of the Children's Health Scotland.
- Can demonstrate how they will make a difference the health and wellbeing of children and young people with long-term health conditions through this role.
- Able to represent the charity and its values effectively.

- Commitment to work outside of normal working hours and travel throughout the UK.
- Holds a valid driving licence for the UK and has access to a car.
- Willing to be available for work-related travel.