

JOB DESCRIPTION

JOB TITLE:	COORDINATOR Children and Young People Health and Wellbeing Services
LOCATION:	Office based with flexibility to work from home (Office/HQ based in Edinburgh)
HOURS:	28 hours to be flexibly arranged and will include Saturdays and some evening work. Some overnight stays may be required from home. Time off in lieu may be taken for any extra hours worked with agreement of line manager. No overtime payments are possible.
GRADE:	SCP 21-23 candidates normally place on first level
ACCOUNTABLE TO:	The post-holder will be line managed by the Head, Children and Young People Health and Wellbeing Services who in turn is accountable to the Chief Executive and ultimately to the 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.
SALARY:	Full-time annual salary is £25,563 for 36 hours per week. Pro rata this equates to £19,882 per year. This position is subject to funding and is currently Fixed Term to Friday 31 March 2024 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, Children and Young People Health and Wellbeing Services to assist in the delivery of health and wellbeing services across Scotland.

The health and wellbeing of children and young people lies at the heart of the work of Children's Health Scotland. Founded in 1961, as Mother Care for Children in Hospital, we have grown to become experts in our sector and the leading children's healthcare charity in Scotland. We are the only charity dedicated to informing, promoting, and campaigning on behalf of the needs and rights of all children and young people with health conditions.

Through the delivery of our CYP Health and Wellbeing Services we offer:

- Expertise and information
- A national voice through Policy, Planning & Participation
- Improved life experiences through health and wellbeing support
- Training
- Health-related play
- Face-to-face and online support

KEY RESPONSIBILITIES

Coordinator, CYP Health and Wellbeing Services

Work with the Head, CYPHWS Health and Wellbeing Services (CYPHWS) to:

OPERATIONAL RESPONSIBILITIES

- Coordinate the development and delivery of the range of Programmes within the CYP Health and Wellbeing Services.
- Support the Head of Service in identifying funding opportunities, completing applications for funding, and compiling progress reports for funders.
- Coordinate schedules across Programmes including timelines and staffing.
- Coordinate the promotion of the Programmes with a focus on building relationships across Scotland e.g. dissemination of information materials, attending events, promotion via social media, and engaging with health professionals and families.
- Assist in developing and reviewing service policies, procedures and paperwork.
- Identify and prepare children and young people to take part in the Programmes and provide support to them during the Programmes.
- Provide one to one support for children and young people as appropriate.
- Assist in the preparation, set up and delivery of face-to-face workshops and online sessions including: contacting and booking suitable venues, organising travel, providing refreshments, and facilitating games, activities, and group discussions.
- Lead on developing Programme sessions and activities in line with the aims of the service and based on the needs of children and young people.
- Ensure CHS branding is visible and a warm welcoming environment is created for children, carers, parents who attend workshops and participate online.
- Contribute to the evaluation of our services including collecting outcome data, conducting surveys, and collating informal feedback from children, young people and health professionals.
- Support the Head, CYPHWS in the delivery of health and wellbeing training.
- Share duties as one of the Young Volunteer Coordinators within Children's Health Scotland.
- If applicable, coordinate and supervise the workload of Assistants and Junior Assistants.

ADMINISTRATIVE RESPONSIBILITIES

- Maintaining supplies by identifying appropriate materials, overseeing stock; anticipating requirements; recommending the placement of orders; verifying receipts; stocking items.

- Receiving and responding to email messages and maintaining filing systems.
- Carry out administrative tasks as required, e.g. printing, scanning, record keeping, data entry, preparing and distributing home packs.

GENERAL

- Attend and contribute to CHS conferences, Executive Committee Meetings and Staff Meetings, training days as appropriate.
- Contribute to CHS publications, publicity material and CHS social media activity.
- 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 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

- Ability to plan and support the development and delivery of innovative services and projects.
- Ability to problem solve and respond in a crisis.

- Super organised, friendly and helpful, with the ability to work unsupervised.

- Relevant qualifications in a health, social care or youth work related subject, or relevant professional experience.

- Ability to promote the benefits of joining Children's Health Scotland and its vision, aims and objectives.
- Ability to manage partnerships with multiple organisations.

- Competent and efficient use of IT, particularly the main Microsoft Office programs.

- Ability to communicate confidently with a range of organisations including NHS services, healthcare providers, politicians, and the media.
- Excellent communication and interpersonal skills.
- Persuasive and effective presenter.

- Is able to work through challenges in positive and effective ways.

MEASURES OF SUCCESS (KEY PERFORMANCE)

- Able to demonstrate the successful implementation and delivery of new and current services and projects.
- Demonstrates experience in problem solving complex issues involving a range of stakeholders.

- Understands how to deal with enquiries and complaints professionally, effectively, and sensitively and stays calm under pressure.
- Has a clear idea of priorities and manages time appropriately.

- As a minimum, educated to SCQF level 6 or be able to demonstrate direct relevant experience for the role.
- Delivers key outputs and responds to managerial requests in a timely fashion.

- Uses well-established relationships effectively to achieve growth and successful delivery of Children's Health Scotland services.
- Experience of building and managing partnerships on behalf of an organisation.

- Collates data efficiently and liaises with colleagues as required.
- Produces clear and well organised reports and spreadsheets using approved Children Health Scotland formats.

- Effective and considered communication with all internal and external stakeholders, particularly NHS networks throughout the Scotland, demonstrating an understanding of appropriate communication to all levels.
- Demonstrates effective influencing behaviours and is able to express the charity's vision and services in all forums.
- Understands and uses effective influencing behaviours and can express our vision, aim and objectives.
- Understands how to deal with complaints effectively and sensitively.

- Demonstrates resilience, resourcefulness, flexibility, and perseverance.

- Clear understanding of the need to maintain confidentiality.
- Passionate about the work of the charity and is sympathetic to its values and ethos.
- Is confident and self-motivated.
- Ability to problem solve and respond in a crisis.
- Ability to work unsupervised.
- Well-organised and able to juggle competing priorities.
- Team worker with a flexible approach to the role and its future development.
- Commitment to work outside of normal working hours and travel throughout the UK.
- Demonstrates personal integrity and commitment to the values of the Children's Health Scotland.
- Demonstrates empathy for children and young people with long-term health conditions.
- Able to represent the charity and its values effectively.
- Demonstrates the ability to work independently within the parameters set by the line manager.
- Demonstrates experience in problem solving complex issues involving a range of stakeholders.
- Delivers key outputs and responds to managerial requests in a timely fashion. Stays calm under pressure.
- Has a clear idea of priorities and manages time appropriately.
- Proactive and considered communication with line manager and other members.
- Willing to be available for work-related travel.
- Holds a valid driving licence for the UK and has access to a car.