



## Children and Young People's Service Co-ordinator

Full Time 37.5 hrs/wk

Initial fixed term contract for 18 months, with the potential for extension subject to funding.

Salary £26,830-£35,933 depending on experience.

### Job Purpose:

To develop and deliver a Children and Young Peoples Support Service, to support and empower children and young people to cope with the emotional challenges of loss, grief and bereavement and/or to adjust to the progressive decline in the health and mobility of a loved one affected by a life limiting illness. To develop and implement a programme to enable parents and families to support the children and the young people in their care, and to support the evolving family unit.

### Main Duties/Responsibilities:

- Reporting to the Service Development Manager, work collaboratively with other members of The Haven multidisciplinary team to develop and deliver the Children and Young People's Support Service
- Manage own caseload of clients (children and young people), whilst working as part of the multi-disciplinary team.
- Responsible for ensuring smooth day to day operation of the Children and Young People's Support Service
- Assess clients (children and young people) attending the service, identifying their psychological, emotional, spiritual and cultural needs, in line with The Haven's 'What's Important Now' (WIN) framework
- Develop and implement co-produced programmes of supportive activities to meet children and young people's identified needs, goals and aspiration, in line with WIN and a person centred, assets and strengths based, self management approach

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- Provide emotional support for clients (children, young people and family members) using advanced communication skills, both on an individual basis and in groups (eg activity based groups, Give Us a Break).
- Ensure clients (children and young people and their families) are given appropriate oral and written information, in accordance with current evidence based practice
- Provide advice , information and support to parents, carers and relatives about the needs of the children, supporting them to confidently support the children and young people in their care
- Participate in multi-disciplinary case discussions and reviews in relation to client care
- Provide line management support for members of the Children and Young People's Support Service
- Ensure the Children and Young People's Service provides opportunities for volunteering and be responsible for the recruitment, training, support and supervision of the young people participating as volunteers
- Have delegated responsibility for implementation of aspects of HR, H&S, and Facilities Management systems and processes
- Develop and deliver education and training programmes for staff and volunteers and information sessions for health and social care professionals and students, including information on Safeguarding and The Haven Child Protection Policy.
- Maintain an up to date resource file providing information and contact details of support services available within the community
- Liaise with, signpost and refer to other health and social care professionals and external organisations as required, including community groups and organisations.
- Maintain adequate client (children and young people) records and ensure all relevant information is documented in the client's notes
- Maintain accurate, statistical records for the purpose of internal and external audit and potential research, including all interventions and activity
- Participate in the collection and evaluation of clinical audit, developing and implementing monitoring and evaluation processes to ensure development and delivery of high quality services in accordance with clients' needs and contributing to effective project management of grant funded services.

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- Produce reports on regular basis to demonstrate the effectiveness of the Service and to meet the requirements of the organisation and funders
- Contribute to the financial sustainability of The Haven by identifying and participating in appropriate awareness raising activities to promote The Haven and the services provided and support appropriate fundraising activities
- Maintain effective communication with clients, carers, professionals, volunteers and Haven personnel to ensure seamless service delivery
- Be accountable for own actions, act in accordance with relevant Professional Codes of Conduct and be responsible for maintaining active registration as required.
- Maintain a Personal Development Plan, which ensures updating of skills and knowledge in accordance with statutory and organisational requirements
- Participate in training clinical supervision and reflective practice in accordance with professional guidelines and requirements, to maintain and develop knowledge and skills.
- Comply with all Haven policies including The Haven Child Protection Policy and Health and Safety procedures

**Location:**

The post will be based at The Haven Centre in Forth. Travel may be required to external organisations within the community and to other Haven centres to meet the needs of the role. Car driver/own car desirable.

**Hours:**

Working hours are 37.5 per week and the post holder will be expected to work flexibly according to the needs of the service. Overtime is not payable.

**General:**

The Haven operates a no smoking policy which the post holder will be expected to adhere to when on The Haven business.

In the interests of both personal safety and that of others the post holder is expected to follow The Haven Health & Safety policy and procedures.

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## Children and Young People's Service Co-ordinator Person Specification

Criteria	Essential	Desirable	How Assessed
Skills/Abilities	<ul style="list-style-type: none"> <li>- Excellent communication skills – written and verbal</li> <li>- Good project management and organisational abilities</li> <li>- IT literate</li> <li>- Group work skills</li> <li>- Ability to form professional relationships with multi-disciplinary team / other professionals / agencies</li> <li>- Excellent interpersonal skills</li> </ul>	<ul style="list-style-type: none"> <li>- Ability to mentor and coach staff, students and volunteers</li> </ul>	Application / Interview
Knowledge	<ul style="list-style-type: none"> <li>- Awareness of bereavement and the impact of life limiting illness issues for children/ young people and their family</li> </ul>		Application / Interview
Qualifications, training and education	<ul style="list-style-type: none"> <li>- Educated to degree level in relevant field: eg Childcare, Social work, Nursing, Psychology</li> <li>- Good working knowledge of child protection legislation and practices</li> </ul>	<ul style="list-style-type: none"> <li>- Post Graduate Qualification</li> </ul>	Application
Experience	<ul style="list-style-type: none"> <li>- Previous knowledge / experience of bereavement work</li> <li>- Experience of working in a multi-disciplinary setting</li> <li>- Working with children, families experiencing loss</li> <li>- Experience of working in a community / voluntary sector setting</li> </ul>	<ul style="list-style-type: none"> <li>- Experience of working with volunteers</li> </ul>	Application / Interview
Other requirements	<ul style="list-style-type: none"> <li>- Ability to be flexible in hours worked when necessary</li> <li>- Ability/confidence speaking in groups</li> <li>- Ability to work independently and as part of a team</li> <li>- Enhanced disclosure check</li> </ul>	<ul style="list-style-type: none"> <li>- Car driver/own car</li> </ul>	Application / Interview

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***Applications in the form of a supporting letter that outlines why you are applying for the post, your relevant skills and experience and the personal qualities you would bring to the role (up to 2 A4 pages), and in addition a skills based CV to:***

HR Department - Mark this for the attention of (June Sutherland – Service Manager)  
The Haven Blantyre Health Centre  
Victoria Street  
Blantyre  
G72 0BS

Or by

Email: [recruitment@thehavencentre.com](mailto:recruitment@thehavencentre.com)

**Closing date: 12 noon Wednesday 19th December 2018**

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