

## Statutory Services Relationship Manager

**Hours:** 37.5 hours per week - Normally Monday to Friday 9am – 5pm, with occasional need for overtime or travel to other locations across the UK which may include the occasional overnight stay – TBA

**Salary:** Circa £15.00 - £16.00 per hour dependent on experience

**Designation:** Permanent (4)

**Benefits include:**

Access to Newlife Pension Scheme

Retail discount after 12 weeks service

Holiday 30 days per annum (inc bank holidays) – 225 hours – pro rata for part time staff

1 week Sick pay allowance – pro rata for part time staff

Health Cash Plan at level 1 (worth up to £925.00 per year) post probation

**Background:**

Newlife, has its Head Office in Cannock, Staffordshire. We are a national charity with a turnover of circa £11-12m per annum. Established for 27 years, Newlife is proud of its many achievements to date and has delivered numerous, unique services to support disabled and terminally ill children and their families, across the UK. Funding over £15 million of child health Medical Research, Newlife is also active in campaigning and in delivering services.

Our Care Services Department, where the role is based, provides:

- Emergency/crisis equipment provision, as fast-track Grants and Loans,
- Equipment Grants (non-emergency),
- Free National Helpline manned by Nurses,
- Play Therapy Pod Service and
- Statutory Service Relationship activity.

For further information about the charity please visit: [www.newlifecharity.co.uk](http://www.newlifecharity.co.uk)

**Role:**

This post recognises the importance of building positive relationships with Statutory Service Departments across the UK. We receive applications for equipment grants and for emergency equipment loans every day. Previous experience has shown that when we work with the local professionals, we can often get the local services to make provision. If this is not possible, we will still need the local professionals to define the specification of equipment the child needs, so we need to have good collaborative relationships to achieve this. We are also aware that the pathways and budget lines to equipment provision, are very varied across the UK but we have now established the legal responsibility lines and we are seeing that the support we give to local professionals, about how to get equipment funded, is a very valuable help to them in their work.

We want to make sure that the disabled and terminally ill children who turn to Newlife for equipment support, not only get the item/s they need, but that they are also 'plugged in' to the local services long-term.

This is an important functional manager role which may extend to line manage others in the near future. We are seeking candidates who have a social care qualification, whether currently registered to practice or not. Ideally this would be related to children's services, but please see below the option to discuss the appropriateness of your qualification. In addition to this, we need to use your experience in working in the world of social care, to support the professionals you will deal with, on a peer to peer basis.

This department is often called 'the heart of Newlife', so we are seeking an excellent communicator who can be passionate and committed to our work, helping disabled children and families across the UK. Skills in the department vary and include experienced Nurses, people with social care experience, triage skills, finance and administration.

In this role you will proactively liaise with professionals in social care and health and you may need to speak to families to gather information and updates about the specialist equipment that is needed. You will need to work very closely with Newlife's service managers in the department and may be required to help to deliver internal and external awareness sessions about how the law protects children with disabilities and their families.

We are seeking an operational person, who can contribute personally and managerially to the department's activities. Many of our services are based around providing help in the face of crisis/emergencies, so a very responsive attitude is required and experience that demonstrates this would be a distinct advantage.

Compassion and care are at the heart of what Newlife does and we embrace the need to look at those we support in a holistic way to meet their needs directly and through referral. There is great personal satisfaction in helping families and children, who have often been refused equipment by the statutory services in their area and encouraging reviews of these decisions. We are not a highly corporate organisation, so team and wider organisational working is in operation.

### **The Person:**

- We are seeking a professional person who is able to work operationally and managerially and who has a flexible 'can-do' approach.
- 
- You will be a real team player, with a positive, committed and engaging attitude and advanced emotional development.
- Great professional communication skills, verbally and in writing. Able to engage with fellow professionals, their managers, families and internally.
- You will need to be able to demonstrate that you are well organised, with good attention to detail ensuring accurate records and applying appropriate policies and practices.
- An ability to present information to the department manager to support with decision making.
- A personal commitment to work for positive change in care and provision for disabled children and support for their families,
- You will bring with you; knowledge gained from qualification and experience, statutory services insight, compassion, empathy, a history of success and great references to support this.

### **Experience/Qualifications:**

- You will need a Social Care or similar qualification ideally related to children's health. We are open to discussing with potential candidates, whether their experience/qualifications would be suitable, please see further information below.
- Previous functional/operational management experience and experience in line management of others.
- Excellent analytical and problem-solving abilities and ability to engage people in solving problems / challenges.
- Experience of working within a fast responsive environment.
- Ability and skills to embrace and use technology and to understand the use of our tailored database (training will be given).
- Desirable - ability to present to groups/audiences to boost awareness of the charity and provide training.

- Desirable - Working knowledge of child safeguarding policies and practices would be ideal, but training can be provided.

**This appointment is important to Newlife, so if you feel that while you have most, but not all of the essential skills required, we are happy to just receive your CV and for potentially suitable applicants, we can offer an appointment (phone or skype/facetime) for you to chat with the Senior Manager, to establish if your background/skills are likely to be appropriate to our needs.**

**Notes:**

All offers of employment will be made subject to satisfactory references being received.  
All Newlife roles are subject to a 6 months probationary period.

**Our Values:**

- Always compassionate and deserving of trust - in all we do.
- Making things happen - for those we serve.
- Leading in our field - to make things better.
- People at our heart - every day.

**Interested?**

Find out more about Newlife by visiting [www.newlifecharity.co.uk](http://www.newlifecharity.co.uk) and [www.newlifestores.co.uk/landing/](http://www.newlifestores.co.uk/landing/) or see what current employees say by visiting [www.newlifecharity.co.uk/docs/about/employment.shtml](http://www.newlifecharity.co.uk/docs/about/employment.shtml)

**To apply:**

Submit a Newlife Application Form which is available from our website, by calling The People Team (01543 431495) or by visiting the SuperStore in Cannock, via online submission, by email to [peopleteam@newlifecharity.co.uk](mailto:peopleteam@newlifecharity.co.uk) or by post to Newlife Centre, Hemlock Way, Cannock, Staffs, WS11 7GF. Alternatively you can send us your CV.

If you have any problems with completing the application form or would like further information please email or call the People Team.

Newlife the Charity for Disabled Children is an Equal Opportunities Employer and a Disability Confident Employer.

**Other Info:**

Newlife the Charity for Disabled Children - Registered Charity Number: 1170125 in England & Wales

