

Title:	Statutory Support Facilitator
Department:	Care Services
Location:	Cannock
Line Manager:	Statutory Services Relationship Manager
Band:	£10.00 per hour
Hours:	16 hours per week to be worked over 2 or 3 days
Designation:	Temporary 9 months fixed term contract (5)
Initial benefits:	Additional - Post probation benefits:
<ul style="list-style-type: none"> • Holidays: 90 hours per annum • Pension • Newlife Stores Discount (after 12 weeks service) 	<ul style="list-style-type: none"> • Medicash: Level 1 • Newlife Stores Discount

Job Purpose/Summary

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 undertake appropriate assessments and make provision of equipment. 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 responsibilities 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.

In order to support this function, we are seeking candidates who have experience of working within a busy department who will support the Statutory Services Relationship Manager through collecting data, liaising with professionals and families and capturing data in order to support decision making that progresses requests for the commitment of funding to address assessed outcomes.

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 while remaining collaborative and supportive in their approach, helping statutory services to directly assist disabled children and families across the UK.

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.

Duties and Responsible for:

- Proactively gathering required information through liaison with professionals and families.
- Capturing information and recording the data accurately to support with decision making.
- Initiating discussions with professionals and families to support the work of the Care Services Team.

- Tracking/chasing relevant information and regular updates in accordance with deadlines.
- Working closely with internal services/departments to ensure cohesiveness for families.
- Seeking consent to share information in line with data protection legislation.

We are seeking a candidate who can demonstrate :

- Previous experience of collecting personal information within a busy environment. Ideally this would be within a family support, social care or health care environment.
- Experience of working within a front-line role in health or social care services and can positively represent Newlife when liaising with professionals from multiple disciplines across children's statutory services.
- Prior experience of working with disabled children and an understanding of the law in relation to disabled children would be beneficial but not essential as full training will be given.
- Understanding of children's safeguarding would be desirable
- Professional and courteous telephone skills.
- Excellent communication skills and interpersonal skills
- Proficient database skills and experience of using Microsoft Office.
- Experience of accurate record keeping.
- Experience of working with confidential information
- Ability to work within deadlines, sometimes under pressure in a reactive environment therefore good organisational skills and a methodical approach are needed.
- Emotional stability to support emotional matters.
- Highly self-motivated and excellent ability to remain organised at all times with a can do attitude
- A professional attitude at all times and ability to work with personal integrity in line with your job description
- Committed to making a difference to those we support
- Willingness to undertake all other reasonable requests and/or duties, commensurate with this grade of post, in agreement with the relevant line manager and undertake relevant training.

General Points:

- Health & Safety at Work: Attention is drawn to the responsibility of all employees to take reasonable care for the health & safety of themselves and other people who may be affected by their actions or omissions at work.
- Equal Opportunities: Newlife is committed to being an equal opportunities employer and welcomes applicants from people irrespective of age, gender, race and disability.
- Smoking: Newlife operates a no smoking policy and no breaks are given to accommodate smoking.
- Confidentiality: In the course of your work you will have access to confidential nature of information collected by Newlife. The unauthorised use or disclosure(s) of any personal information without the express permission of your line manager (As per GDPR disclosure regulations) is regarded as gross misconduct and will be subject to Newlife's Disciplinary Procedure and, in the case of both computerised and paper-based information breaches, could result in a prosecution for an offence or action for civil damages under the Data Protection Act 2018.
- Job Description: This job description will be subject to discussion and reviewed on an annual basis within the appraisal process.

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.

Acceptance of Role/JD:

Name: _____

Signature: _____ **Dated:** _____

Interested? To find out more about Newlife by visiting www.newlifecharity.co.uk and www.newlifestores.co.uk/landing/ or see what the current employees say, by visiting www.newlifecharity.co.uk/docs/about/employment.shtml

To apply: Submit a Newlife application form, via our online submission which is available from our website or by visiting the Superstore in Cannock Alternatively you can contact the People Team (01543 431495) or, via email to peopleteam@newlifecharity.co.uk or via the post to Newlife Centre, Hemlock Way, Cannock, Staffs, WS11 7GF.

If you have any problems with completing any of the application formats or would like further information please email or call the People Team on 01543 431495.

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