

Job Profile

JOB TITLE:	Family Liaison Officer
SALARY RANGE:	£28,00-£33,00 based on experience
CONTRACT:	Perm, full-time or part-time (would consider two part-timers)
LOCATION:	Can be either: Hybrid – Office (London) based at least two days a week; or homebased with onsite presence at Raines Retreat, Pickering, North Yorkshire
REPORTING TO:	Head of Supporter Care and Welfare
DIRECT REPORTS:	None

Role overview

We are seeking a Family Liaison Officer to lead on managing relationships with the charity's patient families and to develop a calendar of events to support families through every stage of the paediatric cancer journey. This is a new and pioneering role for the charity and aligns with our strategy to provide greater support and opportunities to the families we work with to promote connection with others and give them much-needed rest and recovery time. This is an exciting opportunity to expand and develop this groundbreaking service into the future and develop the role as the three-year strategy evolves.

Children with Cancer UK

Children with Cancer UK is the leading national children's charity dedicated to the fight against childhood cancer. Our charity was founded in 1987 by Marion and Eddie O'Gorman in memory of their son, Paul. For over 30 years we've been raising money and funding vital research to save the lives of children with cancer and keep families together.

Our mission is to improve survival rates across all types of childhood cancer by finding kinder, safer treatments and ultimately a cure. We also support children and their families to live better during and after treatment.

Main responsibilities

Building relationships

- Be the face of Children with Cancer UK to the families we support, building long-term relationships with them and establishing trust and confidence, ensuring support is always fit for purpose.
- Act as a long-term point of contact for advice, information and opportunities for connection. Offer practical support to patients and their families, making initial and ongoing contact to Children with Cancer UK's new family sign ups.
- Work closely with the Marketing and Communications team to identify patient stories to be captured for our website and marketing materials.
- Market and recruit families to visit the charity's new retreat venue in Yorkshire with occasional travel to the venue. Act as a family liaison in the buildup, during and after their holiday, to ensure a positive experience, working closely with the Retreat Manager.

Information and services

- Manage a database of families who we support, collect essential data and ensuring this is inputted into Children with Cancer UK's database systems and provide analysis.

- Build up a good knowledge of oncology – keeping up to date with knowledge and trends.
- Guide families to the support and information is available to them, identifying opportunities to further improve our service offering and escalating to the relevant teams.
- Market CwC UK's services to families, including the rollout of new services. Provide input into the development of new services.

Events

- Input into an events calendar that aligns with the charity's strategy and meets our EDIB objectives as well as the interests and requirements of the families we support.
- Work closely with the Events team to deliver the events, ensuring they meet the individual needs of families.
- Regularly attend family events, including with other charities we work closely with such as Spread a Smile, to be a familiar face to families and gather their insight ideas and feedback. This will include London and regional events.
- Proactively communicate upcoming events with our patient families and manage queries about the events e.g. about logistics.
- Maintain records of attendance of families and ensure fair allocation of places for all.

PPI

- Support the set-up and execution of the PPI group, including organising meetings, agendas and liaising with patients and staff to achieve the group's objectives and outcomes.

Cross-team collaboration

- Support with the development of a volunteer programme, using connections forged through the relationships established with patient families.
- Ensure Children with Cancer UK policies and procedures (including safeguarding), are always upheld, and a high quality and personal service is delivered.
- Contribute to the culture of the organisation, actively supporting wider organisational activities including attendance at key fundraising events such as the gala and London Marathon.
- Work in accordance with the organisation's Vision, Mission and Values and all policies and procedures.
- Support a culture of care for the team, volunteers and the families that we work with, including appropriate responsibility for safeguarding. Follow the organisation's safeguarding policy and procedures at all times.

Experience

- Knowledge and experience of direct work with parents and carers, children and young people and/or families.
- Understanding of Safeguarding for children and vulnerable adults.
- Good working knowledge of Microsoft Office.
- Working knowledge of Salesforce and Marketing Cloud preferred.

Key Skills

- Excellent interpersonal and communication skills.
- Ability to work both independently and as a member of a team.
- Excellent organisational and time management skills.
- Strong networking and relationship building skills.

- Ability to work hours in a flexible way, including evenings and weekends to meet need
- First Aider/Mental Health First Aider (or willing to be trained).

Personal Attributes

- Committed to working hard in an inclusive environment and want to make a positive difference to the families we support.
- You will have a genuine interest in building supportive relationships and helping people; you understand processes of grief, loss, and change - and how best to help others deal with its impact.
- A warm, inclusive approach to achieving goals quickly and correctly.
- Practical and people-oriented.
- Seamless partnership working, excellent communication and stakeholder engagement.

Other information

The post requires a certain amount of evening and weekend work and the post holder is expected to attend events as and when required – events could be in London or over several days throughout the UK or abroad.

We would consider two part-time workers for this role: one hybrid working with travel to the London office and the other based in Yorkshire with regular presence to Raines Retreat in Pickering. If a full-time resource is appointed, they would be expected to travel to London, Raines Retreat and other events in the UK.

At Children with Cancer UK we value diversity, and we are committed to creating an inclusive culture where everyone is able to be themselves and to reach their full potential. The statements are not intended to be construed as an exhaustive list of all duties, responsibilities and skills required for this position.

How to apply

To apply for this role, please submit your CV and supporting statement to **Fiona.judge@childrenwithcancer.org.uk**

The closing date for applications is **Friday 14th February**. Applications may close before the deadline, so please apply early to avoid disappointment.

If you have any queries in relation to the application process, please do not hesitate to call us on 020 7404 0808.