



Job Description

- Job Title:** Family Wellbeing Coordinator North Wales
- Hours:** Full time – 36 hrs per week. One-year fixed term contract including a 3 month probation period. Flexibility required – occasional evening and weekend work)
- Salary:** £23,500 pa FTE
- Base:** Home Working, in the field and The Joshua Tree Support Centre, Northwich
- Reports to:** Family Support Manager

The Joshua Tree Charity's Vision, Mission and Values:

Vision

Every step together with family and friends caring for children with cancer

Mission

To support and improve the emotional well-being and mental health of all family members affected by childhood cancer, in the North-West of England and North Wales for as long as they need it.

Values

Our values underpin all that we do and govern our external and internal behaviour.

Our five values have the following meaning:

Deliver

We use our expertise in delivering our priorities by putting beneficiaries first. We are clear and timely in our decision making, ensuring that all who interact with us understand our aims

Innovate

We enable individuals to be creative, by generating and implementing ideas that promote our vision and mission to support families caring for a child with cancer

Courage

We are determined to make a difference by having courage to try new ideas that reflect beneficiary changing needs

Enthuse

We create energy and enthusiasm, celebrating our successes and individual achievements, trusting each other to make decisions and are accountable for our work and provide each other with support

Respect

We act with integrity, ethically and free from bias, valuing diversity and treating each other well. We act in an open and transparent way, promoting and sharing good practice

Compassion

We show care, kindness, understanding, sensitivity and empathy to our beneficiaries and to all who come into contact with our charity

About The Joshua Tree

Children's cancer charity, The Joshua Tree was founded in 2006 by Lynda and David Hill after their son was diagnosed with leukaemia and discovered a distinct lack in support services for all family members during the traumatic experience of childhood cancer.

The focus remains at the heart of the charity, to continue to offer support to the whole family, from diagnosis, through treatment and beyond. The Joshua Tree specifically recognises that post-treatment can be a challenging time, when families are having to adapt to their 'new normal' and the charity offers support to help bridge the gap that's left when the safety net of treatment ends.

The Family Support Team are dedicated to working closely with families to the charity in recognising that every family's cancer journey is unique, tailoring the services to suit the family's specific needs, by means of emotional, academic and practical support, such as counselling, art and play therapy, health and wellbeing advice, support in and around the home and educational tutoring where required.

It is an incredibly exciting time for the Charity as the new fit-for-purpose Family Support Centre is completed in Sandiway, Cheshire in response to the growing demand for the charity's support service from North West and North Wales families affected by childhood cancer. The centre will provide an appropriate environment for families, accommodating children of all ages from toddlers through to teenagers and features a welcoming heart

space, a multi-functional activity room, counselling suites, soft play and sensory equipment, a games room, office facilities, an outdoor play area and landscaped gardens.

The Role

As part of our family support service, The Joshua Tree provides opportunities for members of our families to connect with and gain support from our family support workers. The family support workers are usually the first point of contact for our families and therefore they maintain their own case load, keeping in regular contact with families via phone, text, email and face to face visits. They provide a listening ear and offer emotional support during potentially stress-provoking situations such as hospital appointments and promote peer support and social interaction through the arrangement of group events and activities.

The key purpose of this role is to deliver a high quality, family-focused service. It involves planning, organising and implementing emotional and practical support packages to suit the individual members of the family. This includes liaising with other members of the family support team to offer targeted interventions when required e.g. counselling, school support etc.

This role involves an element of administrative duties as well as directly supporting families at the Family Support Centre, working from home, visiting families in their homes and attending visits to hospitals. Daily travel can be involved (up to an hour driving distance). Therefore, post holders must hold a full driving licence and have access to a vehicle. Mileage expenses will be covered by the employer.

With the exciting completion of our purpose-built Family Support Centre, we envisage some of the ways we deliver support being adapted, to promote the use of the Family Support Centre by our families. Therefore, this role will be reviewed to reflect the development of the Family Support Centre.

The post holder will follow The Joshua Tree's values and effectively communicate with service users, their families, colleagues and educational and healthcare professionals.

This role will be emotionally demanding. A full induction programme and training will be provided. We offer regular supervision and reflection time to support emotional wellbeing.

Areas of Responsibility

- To be responsible for supporting families affected by childhood cancer.
- To maintain own case load of families and create individualised packages of support.
- To assist in delivering a family- focused, needs-led support service using a range of appropriate approaches.
- To coordinate and assist at The Joshua Tree family sessions and events, as appropriate, including monthly morning 'Family Saturdays'
- To attend and contribute to personal supervision sessions and group reflection.

Service Delivery

- Establishing and maintaining positive relationships with families, using a professional, trustworthy, caring and consistent approach.
- Ensuring families are aware of the services offered by The Joshua Tree and assisting them in accessing the relevant services to meet their individual needs.
- Attending hospitals, appointments and home visits when appropriate, to provide support to new and established families;
- Coordinating relevant support packages for families and ensuring individual care plans are maintained.
- Communicating effectively with families through one to one meet ups, centre visits, email and phone support and through events and activities.
- Providing families with the opportunity to connect with peers who have had similar experiences.
- Maintaining good working relationships with other professionals and relevant organisations to achieve common goals.
- Coordinating and running both online and face to face intervention programmes for children and teenagers
- Contributing to the planning and management of Family Saturdays and holiday programmes
- Ensuring that current knowledge of local services is available.
- Signposting, and where appropriate, referring families to other services delivered by other agencies and organisations.
- Maintaining resources and keeping up to date with latest research and relevant training.
- Ensuring systems and associated records are accurately maintained.
- Being flexible within working hours to ensure the service needs are met;
- Being committed to safeguarding and promoting the welfare of children and our families.
- Participating in appropriate meetings.

- Accessing regular supervision sessions;
- Adhering to professional boundaries.
- Adhering to all The Joshua Tree policies and procedures.
- Other duties as may be required to fulfil the objectives of the role.

This role has been made possible through funding received from The Steve Morgan Foundation.

This job description should be seen as enabling rather than restrictive and will be subject to regular review.

The Joshua Tree is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. The successful candidate will be subject to a DBS check. This post is exempt from the Rehabilitation of offenders Act 1974.

Closing Date: 12 noon on Tuesday 23rd March 2021

You will be contacted should you be selected for interview. If you do not receive a phone call by **Tuesday 30th March 2021** then you should assume you have not been selected for interview.

First round of interviews will take place week commencing **5th April 2021**.

Please complete the application form and e-mail to recruitment@thejoshuatree.org.uk

Should you have any questions regarding this role please contact Sian Longley, Family Support Manager sianlongley@thejoshuatree.org.uk