

**Job Description**

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| **Job Title** | Family Support Hub & Grants Officer |
| **Location** | Remote |
| **Hours per week** | 30 |
| **Reporting to** | Family Services Manager |

**Together for Short Lives**

The UK charity supporting seriously ill children and their families to get the care they need, especially at the end of life. To do this we provide information and support to families of seriously ill children. We work with children’s hospices to ensure they have funding to deliver lifesaving care. We also speak up to government leaders and decision-makers to help make sure families have access to the best support when they need it.

**Purpose of role**

The **Family Support Hub & Grants Officer** plays a key role in supporting families of children with life-limiting and life-threatening conditions while ensuring Together for Short Lives can evidence and improve its impact.

This role combines responsibility for grant administration and voucher processing with day-to-day family support hub tasks, including managing email inboxes and co-ordinating communications. The postholder will ensure that families receive timely information, compassionate support, and access to financial assistance, while helping the organisation meet funding obligations and maintain high-quality service delivery.

**Key Responsibilities**

**Area 1: Grants Purchasing and Voucher Administration**

* Approve and process grants, vouchers, and other financial support schemes for families, liaising with external organisations and internal colleagues to resolve issues quickly.
* Maintain accurate records of all voucher and grant allocations, ensuring compliance with funding requirements and internal procedures.
* Issue end-of-month surveys to families who have received grants or resources and collate responses for reporting purposes.
* Liaise directly with families experiencing difficulties redeeming vouchers and work with third-party suppliers (e.g., Charis) to resolve queries promptly.
* Track available funding allocations across regions to ensure fair and timely distribution of grants.

**Area 2: Family Support Hub Coordination**

* Support service users by phone, email and social media, providing emotional support, practical advice, information on available support options, and signposting to other services.
* Monitor and manage shared inboxes, ensuring timely responses and appropriate follow-up actions.
* Ensure timely and accurate recording of all client interactions on relevant digital case management systems
* Provide information and signposting to families and professionals, including eligibility for grants, vouchers, and practical support.
* Liaise with families to support voucher redemption and other queries.
* Provide compassionate and person-centred support to parents / carers / family members of seriously ill children.
* Effectively assess callers needs to determine the appropriate response and support required.
* Support the facilitation of online support for families via workshops, virtual coffee mornings etc
* Build and maintain positive relationships with other organisations and professionals who can provide additional support and resources.
* Maintain the high-quality standards of delivery for the helpline/Hub, ensuring compliance with relevant legislation, quality standards and organisational policies.
* Ensure safeguarding is prioritised when responding to service users’ needs in line with Together for Short Lives Safeguarding Children and Adults at Risk Policy and Procedure.
* Respond to complaints and feedback from service users in accordance with Together for Short Lives policies and Procedures.
* Contribute towards the maintenance and updating of internal resources that are used to support service users
* Ensure confidentiality of all records and information relating to service users and staff is maintained in accordance with Together for Short Lives Confidentiality Policy and Data Protection policy.

**Area 3: Communications and Events Support**

* Post events, job adverts, and resources on the Together for Short Lives website and other platforms.
* Support logistics for sending out resources to service users and professionals.
* Lead on producing the internal bulletin for the Services and Impact team.
* Coordinate with programme leads to ensure events, outreach activities, and grant schemes are promoted widely and recorded accurately for funder reporting.

**Area 4: General Administration**

* Coordinate meetings, events and workshops for the Family Support Hub and Services & Impact team.
* Maintain stock lists of resources and prepare materials for outreach and family events.
* Support basic reporting requirements by collating grant usage data, family feedback, and case examples.

**Person Specification**

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| **Qualities** | **Essential** | **Desirable** |
| Qualifications | * Minimum of NVQ Level 3 (or equivalent) in a related field (eg Health and Social Care, Education, Community Work) * 5 GCSEs or equivalent (Grade C/4 or above) including English and Maths. * Evidence of continuing professional development in data management or administration. | Training in safeguarding, data protection, or GDPR compliance. |
| Experience | * Experience in supporting families facing stressful and emotional challenges * Experience in grant administration or voucher schemes. * Experience of communicating with the public, ideally including families in vulnerable circumstances. * Handling confidential information and awareness of GDPR principles. | Experience of working in the voluntary, health, or social care sectors. |
| Skills & Abilities | * IT skills, including Microsoft Office and database systems. * High attention to detail and accuracy in data handling. * Clear and empathetic written and verbal communication skills. * Ability to work both independently and collaboratively as part of a team. |  |
| Personal Qualities | * Empathetic and approachable, with a non-judgmental attitude. * Emotionally resilient and able to work with sensitive information. * Commitment to equity, diversity, and inclusion. |  |