

JOB DESCRIPTION – Information and Support Assistant

LOCATION	Office based with occasional UK travel
RESPONSIBLE TO	Family Support and Engagement Officer
DIRECT REPORTS	None

PURPOSE OF POST

There are two key purposes of the role of the Information and Support Assistant:

1. To support the day-to-day delivery and growth of the Helpline and other family and professional services, ensuring that high quality information and support is provided to families and the professionals who care for them.
2. To support implementation of the family offer marketing strategy, attending public events and signposting families to appropriate services and opportunities.

DUTIES AND RESPONSIBILITIES

1. Be the first point of contact for calls that come through the Together for Short Lives Helpline and the email information service.
2. Assess the needs of helpline service users and respond as appropriate. This will include
 - a. listening
 - b. providing support and information
 - c. signposting to resources and other agencies, and referring onto other members of staff for complex cases, including referrals to the legal support service
 - d. sending out resources, as appropriate
3. Maintain appropriate records of all enquiries on our database and produce reports on the use of our information and support services
4. Actively contribute to team meetings and carry out administrative duties as needed to support the work of the wider team.
5. Take a proactive role, including attendance at events, to encourage families to engage with national and local networks and providers.
6. Support the development of written materials to support families, including identifying appropriate news and drafting articles for our family newsletter.
7. Undertake duties to support the promotion and marketing of our resources for families including supporting a strategy to build our community of families, young people and professionals.

PERSONAL SPECIFICATION

QUALITIES	ESSENTIAL	DESIRABLE
Qualifications	A level or equivalent	Health work, social care or counselling qualification
Experience	<p>Providing support and information to a range of service users</p> <p>Keeping records and producing reports</p> <p>Working to deadlines</p>	<p>Working on a Helpline</p> <p>Knowledge of data protection and confidentiality protocols</p> <p>Knowledge of the children's palliative care sector</p> <p>Health, social care or counselling experience</p>
Skills & Abilities	<p>Excellent telephone manner; skilled listener with the ability to identify a caller's needs and respond empathetically</p> <p>Excellent writing skills; able to write in different formats and to a range of audiences.</p> <p>Ability to input into and interrogate databases</p> <p>Ability to prioritise workload in a demanding environment</p> <p>Ability to develop and maintain relationships internally and externally</p> <p>Good organisational skills</p> <p>Ability to apply a wide range of IT skills</p>	Writing of articles
Personal Qualities	<p>Empathetic and non-judgemental approach to working with callers</p> <p>Commitment to role and service users</p> <p>Ability to work effectively in a team and as an independent worker</p> <p>Comfortable engaging with new audiences</p>	