



Connecting the Children's Heart Community

JOB TITLE: Family and Volunteer Coordinator

HOURS OF WORK: 37.5 hours. £27,500pa. (Equivalent top band 5 agenda for change rates)

We are also open to discussion around the possibility of this being

P/T (24 hours per week) Pro rata.

PLACE OF WORK: ECHO Office, 1 Royal Street, London SE1 7LL Office & hospital based with some community

RESPONSIBLE TO: Families & Community Lead

TYPE OF CONTRACT: Permanent

BENEFITS INCLUDE 25 days annual leave (pro rata) increasing to 28 in service, winter shopping day off, workplace pension & flexible working

Closing date to apply: Tuesday 15th November 5pm

Interview Dates: 21/22 November

Family & Volunteer Coordinator

Purpose

ECHO's Family and Volunteer Coordinator will provide focused support to children 0-18 with a focus on under 11's and their families whilst providing opportunities for volunteers across our charity.

Families we support are part of the cardiology network connected to the Evelina, London & Royal Brompton and Harefield hospital networks.

Can you work with young children, teenagers, and parents/carers, bringing a friendly face to help support them through their journey from diagnosis and through the milestones of children's heart conditions, whilst recruiting, enthusing, and supporting volunteers to support the heart community.

You will be responsible for:

- Providing emotional, social, practical, and signposting support to families
- Lead play and wellbeing activities with children and young people or parents and carers who are in hospital or attending a hospital or clinic and in the community
- Develop opportunities and information for families whose children have additional needs
- Ensure information for families is accurate and up to date on website
- Coordinate the production of parent information
- Providing a listening ear and signposting for families facing child bereavement and loss
- Promoting wellbeing to families, professionals from across the hospitals and network
- Attend and plan events and activities for families from a craft session to a visit to a farm
- Populate the ECHO closed Facebook groups
- Develop and moderate the ECHO Forum, supporting it to be volunteer led
- Maintain accurate records using our database and measure your impact
- Tell the ECHO story through case studies and quotes about your work
- Embrace ECHO's Volunteer Handbook, updating and creating as needed
- Recruit, train, support and manage a team of volunteers
- Get to know current volunteers and develop new ways to engage with a wider volunteer community
- Manage the DBS and recruitment process with volunteers
- Attend and run drop-in groups at Evelina London & its network hospitals
- Develop volunteer training programmes & host an annual volunteer thank you event
- Develop new external partnerships for volunteering (CSR programmes)
- Develop processes and systems to record volunteer services including GDPR/H&S

This is an exciting time to join ECHO, we are celebrating our 40th anniversary in 2023 and with your help we can grow our profile and impact on the children's heart community.

hello@echo-uk.org | www.echo-uk.org | [f](https://www.facebook.com/echocharity) [@echocharity](https://www.instagram.com/echocharity)

Patrons: Dr Owen I Miller FRACP FCSANZ FRCPCH, Professor Shakeel A Qureshi MB ChB, FRCP, Ulrika Jonsson, Phil Gallagher

Registered address: Canterbury House, 1 Royal Street, London SE1 7LL

Evelina Children's Heart Organisation Ltd is a registered charity, no: 1146494
Registered as a company limited by guarantee in England and Wales, No.7867592



Connecting the Children's Heart Community

Family Support

- Provide a safe space for families, in person, online and on the phone
- Ensure EDI is a primary focus for ECHO – help us ensure everyone can access our services
- Be there from diagnosis throughout childhood – work with our team and specifically our Youth Worker to ensure our families are supported
- Create ways to utilise the ECHO database to understand our own memberships
- Provide information and support to families of children with heart conditions and those with additional needs
- Review and upgrade information for families, build strong relationships with referrers by attending meetings, providing talks and outreach across the network hospitals delivering paediatric Cardiology services via Evelina London and the Royal Brompton
- Seek to offer support services to families treated locally in network hospitals
- Represent families throughout the community and consider the varied needs of ECHO members and how they might be included in our service offering

Volunteer Service

Keep our handbook and policies relevant
Recruit volunteers
Support volunteers
Attend volunteer fairs
Measure impact
Set up Tea Trolley in hospital

Provide corporate one-off volunteer opportunities
Work with hospital volunteer services
Create role descriptions
Design and implement training
Run a one-off volunteer 'Thank You' event
Create Rotas for volunteer services i.e. ante natal

Other

- Embrace monitoring and impact reports, safeguarding, database entry and usage
- Find smarter ways to support volunteers
- Provide budgets and plans for activities, risk assessments and our small team culture
- Networking opportunities, embrace training, development and wellbeing support for you.
- Social media and Forum
- Day to day - providing case studies or social media content. Microsoft Office use.
- Support families fundraising
- Attend events and meetings. Get messy with activities - 1:1 and group. Lone and team working in the ECHO office
- Make families and volunteers smile
- Build relationships with professionals
- Stop what you are doing, provide a cuppa and a listening ear to someone in need
- Quarterly report to CEO/Board

Apply: <https://www.charityjob.co.uk/jobs/echo/family-and-volunteer-coordinator/865962?tsId=8>

ECHO is an equal opportunities employer and welcomes applications from all sections of the community.

You are welcome to discuss the post with Emma Orpin 07715208077 Mon-Thurs 10-2

Closing date: Tuesday 15th November 5pm

Interviews will be held: Mon 21st / Tue 22nd November

This role will need DBS and References

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Education, Qualifications & Training	
Essential	Desirable
GCSE – English & Maths	A childcare qualification at level 3 or above Volunteer Management Safeguarding Training First Aid Mental Health First Aid Play
Knowledge, Skills, Ability and Experience	
Essential	Desirable
<ul style="list-style-type: none"> • At least two years' experience of working with children or families (paid or voluntary) • Excellent communication skills, including listening, with adults and children • Excellent people skills, with the ability to work with people at all levels • Experience of managing/supervising volunteers • Excellent organisational, administrative, planning and time management skills • Excellent written and verbal communication skills • Uses initiative and manages own time well 	<ul style="list-style-type: none"> • Experience of working for a charity • Experience of fundraising • Experience of using WordPress • Knowledge of using social media for engagement • Knowledge of supporting patients and carers • Experience supporting Families with complex needs
Attitude and behaviours	
Essential	Desirable
<ul style="list-style-type: none"> • Excellent team player with a proactive, flexible approach • Demonstrates commitment to ECHO's vision and values. • Reliable and trustworthy • Willingness and ability to work occasional unsociable hours when required • Professional approach to work • Compassionate and empathetic to the needs of ECHO members • Able to work under pressure • Imaginative and fun • Caring and kind • Approachable and reassuring • Patient/parent first approach 	<ul style="list-style-type: none"> • Experience working in a small and remote team