

# Family Activities Coordinator

**Candidate pack and Job  
Description**

**Noah's Ark Children's Hospice**

The Ark, Byng Road, Barnet,  
EN5 4NP

Registered Charity No. **1081156.**



**Noah's Ark Hospice:**  
We help children who are  
seriously unwell make the  
most of every day

Noah's Ark Children's hospice helps babies, children and young people who have life-limiting or life-threatening conditions, and their families, make the most of every day. We are here to enable those we support to enjoy life as children, rather than as patients; as families, not just as carers.

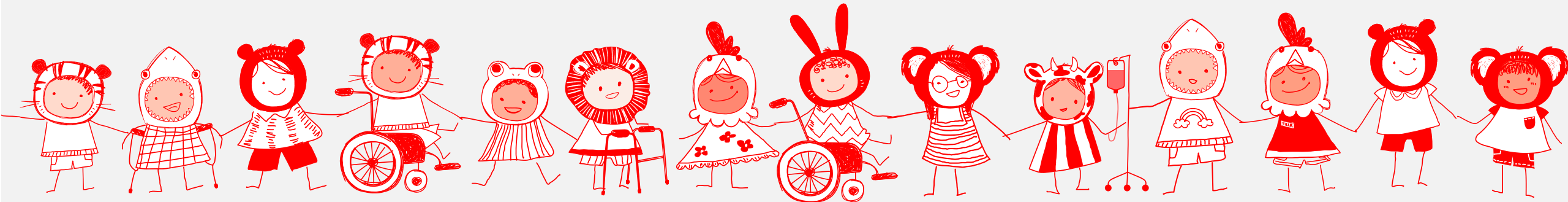
Our expert staff and trained volunteers provide clinical, emotional and practical support for families across north and central London and Herts Valley. We carefully adapt our support for every child and offer it wherever it is required - whether in their home, their community or at our state-of-the-art children's hospice building, The Ark, in Barnet.

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“Nobody can take my daughter's illnesses away but Noah's Ark's wonderful social workers, nurses and carers put a smile on our faces, fight for us, and give me a safe space to cry my tears, so I can stay strong for my daughter. Noah's Ark is like a family to us now.”

**Mother of a Noah's Ark child**

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## Clinical Services

**In-patient Care:** The Ark has a 6 room In-Patient Unit, where children can stay, either due to a clinical or social emergency, or for end of life care. The Nurse led team provide personal care, specialist clinical care and symptom management.

**Hospice-at-Home;** Specialist Carers, trained by paediatric nurses, go into family homes to spend time with the unwell child, allowing parents to take a short break. Specialist carers will support with clinical, emotional and practical needs, and just as importantly engage the child through play and fun activities. If families chose, our Nurses can provide end of life care in the home.

**Post death care;** The Ark has two Butterfly Rooms where children can be cared for after death by the Specialist Care and Nursing team, allowing families to spend more time with their child, and be supported by the holistic teams. Post death care is also available in the community for children who have died at home, through use of a special cold blanket.

**Specialist Play;** Our Specialist Play service provides one-to-one sessions to babies, children and young people, at The Ark or in the community. The service works closely with our carers and nurses to ensure that all children staying at The Ark, whether that is for a short break, or at the end of their lives, have their wishes and interests kept at the heart of all their care. Support is also available for siblings, including those bereaved.

## Holistic Services

**Family Link:** Each family referred to us has a single point of contact to ensure personalised, tailored support for the whole family. As well as coordinating Noah's Ark services, family support might include signposting, advocacy, benefits advice, moral support or simply being a listening ear. The team leads on multi-agency working with external professionals, and offer safeguarding training, support and advice for the whole charity.

**Therapies:** The therapies team offers music, drama and art therapies to children, siblings and families, through both individual sessions and groups. Sessions can be based at home, school, or in The Ark. The therapies team assess a child or family's and then tailor sessions to the specific needs of the child and family, to address emotional, physical, developmental and social needs. We also have a specialist play service available in the home and at The Ark.

**Home Support:** The team trains and matches Home Support Volunteers with families, based on the assessed family needs; be that mowing the lawn, taking siblings on local outings, helping organise paperwork or just being a friendly ear.

**Family Activities** The Family Activities team coordinate and deliver various programmes of free activities; for the referred children, their siblings, and the whole family. These are based both at The Ark and in the community across the boroughs that we serve. Activities are aimed at helping children and families have fun, develop confidence, make friends and build a community of support.





### The Ark

Designed by families, for families, The Ark was opened in September 2019 by the Mayor of London. The Ark is a place of light and life, where you will find music, art, play and drama therapy; children blossoming in sensory and soft play rooms; and the only fully accessible playground in London.

Coronavirus forced us to dramatically and rapidly expedite the opening of the In-Patient Unit at The Ark, to relieve the NHS and help our families. We've been there for children in acute need, including those at the end of their lives, as well their families who are facing the unimaginable. We are resolutely determined to be there for the children and families relying on us throughout coronavirus, and beyond.

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“This is a place of life, of light, of joy and of play. This is a place that can let our children be more than the difficulties they face and are labelled with. This is a place where specialist care is offered, a place for families to connect, a place where the most precious of memories will be made”.

**Rose, Grandmother and sole guardian of Ben (who died in 2014) and Sophie who currently benefits from Noah's Ark's care**

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## About you & key responsibilities

The Family Activities Coordinator will work as part of the Family Activities Team to ensure the success, enjoyment and safety of the Family Days, Referred Children's Groups, Siblings Groups and Parent Groups (together, referred to as Family Activities) within The Ark and out in the Community. Events organisation and working with volunteers are fundamental aspects of this role.





## Principal Tasks & Responsibilities



- Within the team, leading on the organisation and delivery of a program of Family Activities Events. Ensuring quality and access for children, young people and families across the catchment area. This will include arranging venues externally or coordinating activities within The Ark, arranging catering, entertainment and transport; managing costs/budgets; undertaking risk assessments; liaising with insurers; administration (invitations, mail-outs, briefs); briefing/managing volunteers; ensuring safe management of photography and ensuring the safeguarding of children and young people at events.
- Creatively developing ideas for new activities, including tailoring activities for children with additional needs.
- Leading and supporting groups of children and young people on a regular basis at Family Activities events, ensuring the safety of the group and promoting positive behavior management.
- Developing and implementing mechanisms of service user review, including evaluation of the service against family, organisational and funder outcomes.
- As a member of the Family Activities and Home Support Volunteering team, partake in the volunteer selection and interview process plus jointly deliver volunteer training, to ensure that volunteers have the skills and support required to assist at family events, including jointly leading the Family Activities training module for volunteers.
- Leading Volunteer Supervision (Support) Groups on a regular basis to ensure safe practice and provide support (training will be given).
- Researching cost effective and accessible venues for hire throughout the London boroughs and local authority we cover.

## Principal Tasks & Responsibilities



- Manage risk, incidents and accidents with the support of the Family Activities Manager.
- Lead on and demonstrate positive behaviour management at events.
- Ensure that the use of external organisations and services used for Family Events meet Noah's Ark standards of Safeguarding, Health and Safety, and confidentiality, to include agreements and regular reviews.
- Contribute to budget proposals and reports about the service.
- Jointly oversee the coordination of the Birthday Present Process.
- Undertake general administrative duties, including organising and filing paperwork, documents and computer-based information, including updating the Care Team database where appropriate.
- Promote the services of Noah's Ark to external organisations and services in order to increase the reach of Noah's Ark across the five boroughs and local authority.
- Be aware of, and comply with, the rules and policies detailed in the Staff Handbook.
- Undertake training and skills development and keep up to date with the changing requirements of the role.
- Work across teams and departments in the Charity to support effective communication and collaborative working through a 'one-team' philosophy.
- At all times work to safeguard the wellbeing of children, young people and vulnerable adults.



## Key Information

**Job Title:** Family Activities Coordinator

**Reporting to:** Family Activities Team Manager

**Location:** Based from The Ark in High Barnet, plus home visiting across North & Central London plus Herts Valley.

**Hours:** 37.5 hours per week. (Flexible working hours which will include regular evenings and weekends as required by the duties of the post - time off in lieu will be given).

**Salary:** Band 4 AFC Fringe £23,677

### Benefits

- Holidays - starting at 25 days per year rising to 30 days per year with length of service
- Flexible holiday (buy and sell) scheme
- Life Assurance
- Pension scheme
- Season ticket loan



## Person Specification

	ESSENTIAL	DESIRABLE
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Good level of general education</li> <li>• GCSE English and Maths (or equivalent)</li> </ul>	
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of organising events</li> <li>• Experience of working with volunteers</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of group work with adults and/or young people</li> <li>• Experience of working with children and positive behaviour management</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Excellent interpersonal skills – able to interact with wide variety of personnel (internal and external) to achieve positive outcomes and establish sustainable relationships and partnerships.</li> <li>• Excellent communication skills – both written and verbal</li> <li>• Excellent time management and organisational skills – ability to prioritise effectively and accomplish tasks within deadlines</li> <li>• IT self-sufficient (including high level of literacy in MS Office, particularly Excel).</li> </ul>	<ul style="list-style-type: none"> <li>• Good Presentation and/or training skills</li> <li>• Experience of the use of databases</li> <li>• Research skills – experience of researching provisions and services (statutory or voluntary sector) for a particular group</li> </ul>
<b>Abilities</b>	<ul style="list-style-type: none"> <li>• Enjoys working independently and also capable of effective team working</li> <li>• Ability to develop effective working relationships, across boundaries, internally and externally</li> <li>• Ability to work under pressure, juggle workload/multi-task, set priorities and meet deadlines.</li> <li>• Ability to use common sense, judgement and initiative in potentially challenging situations</li> </ul>	
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>• High levels of integrity – trustworthy, discreet and able to maintain confidentiality</li> <li>• Constructive – flags issues and focuses on solutions to meet objectives</li> <li>• Enthusiasm, resilience and flexibility</li> <li>• Professional manner</li> <li>• Sets high standards and is committed to high quality delivery</li> </ul>	<ul style="list-style-type: none"> <li>▪ Leadership qualities</li> </ul>
<b>Special Conditions</b>	<ul style="list-style-type: none"> <li>• Willingness to provide flexibility to travel and regularly work outside normal working hours</li> </ul>	<ul style="list-style-type: none"> <li>▪ Valid driving license</li> <li>▪ Access to a car</li> </ul>

## Apply

Please apply by completing the application form

located on our website and email it to

[recruitment@noahsarkhospice.org.uk](mailto:recruitment@noahsarkhospice.org.uk). Please ensure you

demonstrate how you meet the competences and

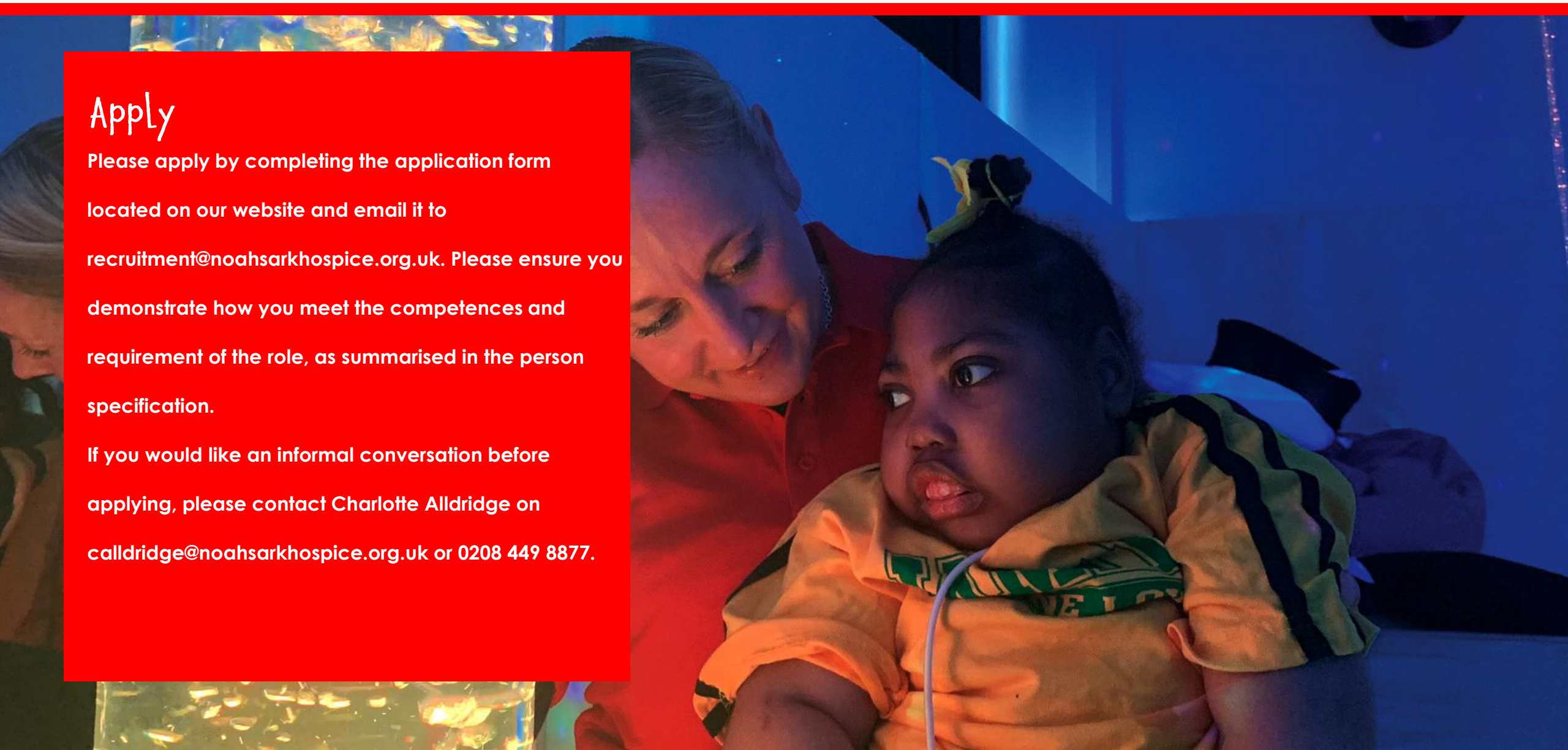
requirement of the role, as summarised in the person

specification.

If you would like an informal conversation before

applying, please contact Charlotte Alldridge on

[calldridge@noahsarkhospice.org.uk](mailto:calldridge@noahsarkhospice.org.uk) or 0208 449 8877.





## Additional information

You will be expected to work within legal and charity guidelines, ensuring compliance with CQC and other statutory regulations.

You will be expected to work within Noah's Ark Children's Hospice administrative and IT systems and guidelines and be aware of, and comply with the relevant rules and policies.

**Noah's Ark Children's Hospice takes its responsibility for safeguarding the wellbeing of children seriously and this post is subject to an enhanced Disclosure and Barring Service Application (DBS).**

The post holder should at all times be aware of the confidential nature of the work of Noah's Ark Children's Hospice. The job description will be reviewed as part of the post holder's annual appraisal and may otherwise be modified in the light of development and changing circumstances. The post holder should be prepared to undertake further duties that may arise as the work of Noah's Ark continues to develop.

### Equal Opportunities Statement

Noah's Ark Children's Hospice is an equal opportunities employer.

In line with the current legislation, as an employer of staff and as a developer of volunteers, we aim to ensure that all job applicants, staff and volunteers do not suffer unfair discrimination because of their race; colour; nationality; ethnic origin or religious belief; social class or caste; age; disability; sexual orientation; marital status; family situation; or gender.

We aim to ensure that all people with whom we work are valued for their contribution and are given the opportunity to realise their full potential within the organisation.

Noah's Ark Children's Hospice believes that following a policy of equality of opportunity will benefit not only the individual but will also benefit and enrich the whole organisation.



For more information on this role please  
contact

**Charlotte Alldridge** on **0208 449 887** or  
[callldridge@noahsarkhospice.org.uk](mailto:callldridge@noahsarkhospice.org.uk)

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