



## TRANSITION SERVICES COORDINATOR

<b>SALARY</b>	£31,163- £45,765 per annum (Band 5 or 6 AFC (outer) equivalent depending on qualifications and experience)
<b>LOCATION</b>	Barnet (North London) and hybrid working available
<b>HOURS</b>	37.5 hours flexible working hours, which will include some evenings and weekends as required by the duties of the post – time off in lieu will be given.
<b>CONTRACT</b>	Full-Time
<b>REPORTING TO</b>	Charlotte Aldridge, Head of Holistic Services

Noah's Ark Children's Hospice helps seriously unwell babies, children and young people, along with their families, to make the most of the special time they have together. Many of the babies, children and young people we support are unlikely to reach their 18th birthdays, however this is changing with medical advancements and changes in care and treatment.

With talented individuals who share our passion to improve the lives of seriously unwell babies, children and young people along with their families, we're changing the landscape of palliative care for children and young people in North and Central London, as well as Hertsmere.

### JOB DESCRIPTION

We are seeking a motivated, creative and knowledgeable individual to lead on Noah's Ark's Transition Service Development. This is an exciting new opportunity to lead on both evaluating and improving the current support we offer young people of Transition Age (14yrs+) and their families, as well to lead on expanding services to young people between the ages of 19yrs – 25yrs. The post holder will be based at Noah's Ark and will have an honorary contract with Marie Curie Hampstead and North London Hospice's and will develop relationships with all catchment borough within which Noah's Ark families reside. As this is a new role, we anticipate that it will evolve and the duties and responsibilities may change in line with development of the service.



## **ABOUT YOU**

You will have extensive experience of working with young people and/or young adults with complex health needs and/or disabilities, and an understanding of the challenges they face moving from children's to adults' services. The ideal person will have a passion for innovative service development.

You will enjoy a challenge and be comfortable working independently, using your initiative, as well as able to work effectively as part of a wider, multi-disciplinary team.

You will have very strong interpersonal, communication and networking skills, with an enthusiastic and flexible approach to changing working environments and needs. You will be keen for further self and professional development through the role.

You will be able and willing to work within a palliative care environment with a commitment to the aims and ethos of the Hospice, including holistic and person-centred care. Experience of working with bereavement is desirable, but not essential.

## **KEY TASKS & RESPONSIBILITIES OF THE ROLE**

### **LEADING ON THE ORGANISATION'S TRANSITION SERVICE**

- Leading on the evaluation, improvement and expansion of the Hospice's Transition Service for young people aged 14yrs+ and their families. This will include expansion of services to young people between the ages of 19yrs – 25yrs.
- Promote an innovative and progressive attitude to the continual improvement of transition and service development for young people through research and evidence based practice.
- To lead the Hospice's Transition Steering Group and represent Noah's Ark at external Transition forums and network meetings

### **LEADERSHIP AND INTER-PROFESSIONAL RESPONSIBILITIES**

- To develop external partnerships with other organisations which fall under adults' service, including adult hospices, in order to better support young people through the transition process.
- Work in partnership with adult services, including adult hospices, to identify and agree on what services can be delivered to meet the needs of young people, based on identified needs and wishes.
- Where appropriate, to support service development in adult services settings.
- In time, look to expand our offering, which may include the hiring of further staff focused on transition and line management of the same.

- Actively contribute towards quality assurance and practice development activities, e.g. audits, policy reviews, benchmarking, service review, reflective practice and action-based learning.
- To maintain and develop own professional practice, including keeping any relevant professional registrations up-to-date (if applicable).
- To manage and work within a budget.

## **SERVICE DEVELOPMENT**

- To ensure that appropriate advice, advocacy and information is available to young people between 14yrs – 25yrs and/or their families, ensuring that the Hospice is taking proactive steps to support young people and their families to plan for the future.
- To act as a specialist source of knowledge and support for young people, families and colleagues within the Hospice around transition-related matters.
- To develop a programme of educational and social activities/groups for young people aged 14yrs+ and their families, based on identified needs and wishes in collaboration with other teams at Noah's Ark, such as the Nursing, Activities and Specialist Play
- To develop and deliver training programmes for staff around transition-related matters, so that they can also better support families.
- To promote the inclusion of young people and families as much as possible in identifying and responding to needs and wishes.

## **ASSESSMENT AND WITH YOUNG PEOPLE AND THEIR FAMILIES**

- To be responsible for overseeing the provision of services for CYP aged 14yrs+ supported by the Hospice, in partnership with the allocated workers,, ensuring that transition is being actively considered as part of the support we offer.
- Consulting with allocated Family Link workers for a young person and their family over specific, transition-related pieces of work. This may include some direct work with the young person and/or their family.
- In time, being responsible for a caseload of young people ages 14yrs+ and their families, which will include collaboratively assessing their needs and supporting with arrangements for appropriate services to be delivered (both internally and externally).
- To work within legal, ethical and professional frameworks applicable, as well as Transition Pathways produced by Together for Short Lives and other bodies

## **GOVERNANCE:**

- Ensuring that all necessary Standards Operating Procedures are in place and are regularly reviewed, in partnership with the local services.
- To participate in quality assurance and practice development activities, including audit, benchmarking, service review and reflective practice to ensure that the highest standards of care are maintained.

- To work proficiently and effectively within the relevant legal, ethical and professional frameworks applicable to children's palliative care practice, in the community and in the hospice
- To ensure that services and working practices align with sector guidance
- To ensure that all risks associated with care delivery relevant to the care setting are managed effectively and that all incidents are reported promptly following the policy and procedure
- To contribute to Child Death Overview Panel processes, where required

### **SAFEGUARDING**

- To comply with hospice and Local Safeguarding Children's Board policies, procedures and practice
- To follow hospice policy regarding the management of safeguarding concerns.
- To communicate concerns over a child in need of protection or a child in need of support to senior care staff, child protection teams or other statutory partners or agencies. To access mandatory training as required

### **EQUALITY AND DIVERSITY**

- Support equality, diversity and rights of all, including children, young people and their families and staff
- Work according to the hospice equality and diversity policy
- To actively promote the consultation of children, young people and families and encourage their involvement and participation in decision making
- To respect other cultural and ethnic observances, relating to social customs and those

### **OTHER**

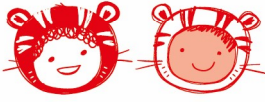
- Model the charity's values of Kindness, Excellence and Courage.
- Any other duties as required by the line manager and Senior Leadership Team.

**PERSON SPECIFICATION**

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>QUALIFICATIONS</b>	<ol style="list-style-type: none"> <li>Evidence of continued professional development.</li> </ol>	<ol style="list-style-type: none"> <li>Qualification in a relevant field, such as social work, youth work, nursing or teaching.</li> </ol>
<b>SKILLS / KNOWLEDGE / EXPERIENCE</b>	<ol style="list-style-type: none"> <li>Extensive, demonstrable experience working with young people/young adults with complex health needs and/or disabilities.</li> <li>An understanding of the needs of young people with life-limiting illness.</li> <li>An understanding of the challenges faced by young people and their families as they transition from children's to adults' services.</li> <li>Experience of working with people with differing communication needs, and the ability to adapt to these.</li> <li>Extensive, demonstrable experience of working in a supportive role with families, including providing information, advice and advocacy support.</li> <li>Ability to engage people in assessing and identifying needs and work towards agreed goals.</li> </ol>	<ol style="list-style-type: none"> <li>Experience of successful service development and implementing change.</li> <li>Experience of supporting young people through the transition process.</li> <li>A good understanding of relevant guidance and policies relating to young people with complex needs and transition.</li> <li>Palliative care experience, with either children or adults.</li> <li>An understanding of the Mental Capacity Act and Liberty Protection Safeguards.</li> <li>An understanding of Lasting Power of Attorney and/or Deputyship.</li> <li>Experience of budget management.</li> <li>Experience working alongside volunteers.</li> <li>Teaching and presentation skills.</li> <li>Experience of planning and running activities/groups for young people.</li> </ol>



	<ol style="list-style-type: none"><li>7. Experience of working within multi-disciplinary teams.</li><li>8. Evidence of effective partnership working and networking skills with external organisations.</li><li>9. Experience of managing a caseload of young people/families/clients working towards targeted outcomes.</li><li>10. A high level of IT literacy.</li></ol>	<ol style="list-style-type: none"><li>12. Experience of working with bereavement</li></ol>
<b>BEHAVIOURAL / PERSONAL</b>	<ol style="list-style-type: none"><li>1. Committed to promoting a progressive and innovative attitude towards supporting young people with life-limiting or life-threatening health conditions.</li><li>2. A commitment to holistic and person-centred care and support.</li><li>3. Empathetic and compassionate.</li><li>4. Excellent communication and interpersonal skills.</li><li>5. Self-motivated and enthusiastic.</li><li>6. A self-starter who enjoys a challenge.</li><li>7. Ability to effectively organise and manage workload priorities and competing pressures.</li><li>8. Enjoys working both independently, as well as collaborating with others as part of a team as and when needed.</li><li>9. An understanding of the need for confidentiality.</li></ol>	<ol style="list-style-type: none"><li>1. Full, clean UK driver's license and access to a car.</li></ol>



**NOAH'S ARK**

children's hospice

	<ol style="list-style-type: none"><li>10. An understanding of the complexities around safeguarding and how to escalate concerns.</li><li>11. An interest in and motivation to expand knowledge.</li><li>12. Adaptable with a flexible approach to changing work environments and needs.</li><li>13. Must not be on the ISA Barred list from working with children/adults.</li><li>14. Ability to set and maintain professional boundaries.</li></ol>	
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## **CHARITY BENEFITS**

### **ANNUAL LEAVE**

25 days, rising by a day after each completed year up to 30 days. We offer the ability to buy or sell up to 5 days

### **SEASON TICKET LOAN**

An interest-free loan is available to all staff to purchase their season ticket.

### **LEARNING AND DEVELOPMENT**

Each employee receives suitable training and development opportunities

### **PENSION**

Provided by Aviva, with employer contributions up to 6%. Nursing staff are offered the NHS pension.

### **FLEXIBLE WORKING**

Flexible working opportunities are available to staff dependent on the charity's needs.

### **LIFE ASSURANCE**

Staff will receive Life Assurance (Death in Service) provided by Canada Life Group Insurance. The benefit basis is 4x annual salary.

### **PAID MEMBERSHIP TO BLUE LIGHT CARD**

Staff will receive a Blue Light card membership giving discounts to a number of well-known brands and stores.

### **BIKE2WORK AND ELECTRIC CAR SCHEME**

Salary sacrifice scheme offering the opportunity to purchase a bike, electric car and accessories, with tax free payments spread over a period of time.

### **SUBSIDISED CAFÉ**

Freshly prepared hot and cold meals provided at The Ark daily.

### **STAFF REFERRAL SCHEME**

Monetary incentive for staff when they successfully recommend a candidate for an open position.



## HOW TO APPLY

Please send your completed application form to [recruitment@noahsarkhospice.org.uk](mailto:recruitment@noahsarkhospice.org.uk)

The application form is available to download under the relevant vacancy at <https://www.noahsarkhospice.org.uk/work-with-us>

If you would like to have a confidential discussion about this role, please email the HR Team at [hr@noahsarkhospice.org.uk](mailto:hr@noahsarkhospice.org.uk) or call 020 8449 8877.

*\*Please be aware that Noah's Ark has a resident dog and a PAT dog. Occasionally families may also bring their pets to The Ark.*

We can't wait to  
hear from you!



The Ark, Byng Road,  
Barnet, London EN5 4NP  
+44 (0) 20 8449 887  
[info@noahsarkhospice.org.uk](mailto:info@noahsarkhospice.org.uk)  
[noahsarkhospice.org.uk](http://noahsarkhospice.org.uk)

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Registered Charity No. 1081156

# About Noah's Ark Children's Hospice

## ABOUT NOAH'S ARK CHILDREN'S HOSPICE



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.

## 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 a fully accessible playground. The grounds offer wheelchair accessible outdoor experiences, including a Woodland Walk through a 7-acre nature reserve and a sensory walkway. At The Ark we are able to provide Specialist Care and Nursing for babies, children and young people, supporting their full clinical, emotional, social and practical needs. We have created a space where children who are seriously unwell are accepted as they are, safe to play, explore, express themselves and build confidence.

## OUR VALUES

Our values capture who we are, and what we expect from staff and volunteers. They are the 'Noah's Ark way', and are reflected in everything we do.



### KINDNESS

- We show compassion and empathy in all our interactions
- We put the child and family at the heart of all we do
- We are considerate: act thoughtfully and behave with integrity
- We go above and beyond
- We embrace diversity
- We create precious moments for children and their families
- We actively promote good mental health and look after our team
- We do not judge others for their differences



### EXCELLENCE

- We are exacting and passionate about our mission
- Our expert and dedicated team is tenacious and solution focused
- We are pioneering, creative and adaptable
- We collaborate and build partnerships
- We listen and learn
- We are considered and reflective
- We plan and grow responsively and responsibly
- We invest in our people



### COURAGE

- We are strong and ambitious in all we do
- We challenge the status quo, making bold resilience and aim to empower
- We help families and each other build resilience and aim to empower
- We act with candour and integrity
- We reach out to people in very difficult circumstances
- We do not shy away from making hard decisions or from challenging situations
- We are not afraid to ask for help