



Registered Charity No. 1194917

Our Vision We aim to give bereaved children a brighter tomorrow
Our values Compassion, Integrity and Dedication

Role

Family Liaison Officer – Youth & Young Adults provision

Reports To: Beneficiary Lead
Directly Manages: Group Volunteers
Indirectly Manages: n/a

Hours: 20-25 per week
Pay: 26, 000 FTE

Harry's Rainbow is an established and award-winning child bereavement charity supporting children and families in the Milton Keynes and surrounding areas for over 11 years. Recognised for our unique and child-centric approach to providing pastoral, practical and varied services to children and young people who are grieving the death of a parent or sibling.

We are facing exponential growth and in order to sustain key services to our beneficiaries we require an energetic person who is passionate about making a difference to the lives of young people and young adults (11-25). We are looking for someone who is compassionate, dedicated and can work with integrity in our established team working alongside our Family Liaison Officer for the younger age groups (Rainbow Groups) and our beneficiary lead. Ours is a small, hard working team, who get involved with all area of the charity providing support services, groups, trips and events for our bereaved families.

If you like a fast paced environment where you need to think on your feet, use your initiative and creativity and like to work as an integral part of a team, this role may be for you.

Role Outline

As a Harry's Rainbow Family Liaison Officer, you will be the main point of contact for all enquiries from bereaved families, schools, social services, mental health services and other professionals. From enquiry, to registration, through to delivering the groups, you will develop supportive, and professional, relationships with the beneficiaries offering our services for bereavement support and sign posting to external services.

As a Family Liaison Officer (FLO) you will be expected to register families from first phone call to welcoming them to a group, creatively plan activities to support bereavement, reduce loneliness, and offer a safe space for our families to come together every month. You will also plan, organise and manage summer and Christmas trips and parties and organise other events throughout the year.

As an integral member of the HR team, you will be expected to attend the annual 'Colour Run', and other events that may run at weekends and evenings.

You will also work closely with our 'retreat' lead, booking stays in our caravan on the East Sussex Coast and reporting any maintenance issues to the retreat lead.

Harry's Rainbow are committed to the Safeguarding of children, young people and vulnerable adults. As a Family Liaison Officer you will be expected to live our vision and values and strive to reach the best potential for the charity and yourself always working within the charity objectives.

Key Activities

- Maintain the objectives and reputation of the charity ensuring they are promoted professionally
- Safeguard and promote the wellbeing of children, young people and vulnerable adults in the care of Harry's Rainbow
- Respond to referral enquiries from, or for potential beneficiaries, within agreed timescales and following the agreed process
- Manage the registration process from enquiry to welcoming families to support groups
- Send out memory boxes, books and registration packs as per our thresholds and process.
- Plan, risk assess, and execute creative activities for the support groups, run the groups and lead volunteers.
- Debrief groups and act on feedback to ensure our services offer the best possible support within our vision and values.
- Assess and evaluate the needs of our families (beneficiaries) to ensure we are providing, or signposting, to the best possible services.
- Plan, organise and run trips and parties, evaluate against our objectives and collate feedback, through to completion, evaluation and feedback

- Communicate with volunteers and staff in a timely manner to ensure the support groups and other facilitated activities are adequately staffed
- Ensure that memory boxes, resources, books, registration packs, memory boxes are readily available and replenished
- Signposting beneficiaries, schools and other external services to resources and information, ensuring they're readily available and provided for updating to records and website
- Communicate with families regularly to understand and identify any additional support needs and implement as appropriate, e.g. Mentoring, Counselling,
- Liaise with and visit schools of beneficiaries where necessary
- Maintain relationships with other organisations and charities
- Maintain relationships with grant or activity organisations where our beneficiaries will be directly supported
- Maintain relationships with suppliers of services, ie: Arthur Ellis
- Maintain accurate and up to date records for beneficiaries, schools and other organisations, ensuring all GDPR regulations are followed
- Provide relevant bereavement related information and campaigns to the CEO for the purposes of updating the website, literature and social media platforms
- Undertake all mandatory and relevant training as required

Person specification

(E-Essential/ D-desirable)

- Knowledge and understanding of the charity sector D
- A strong understanding of Safeguarding of children, young people and vulnerable adults. D
- Outstanding relationship building skills E
- Compassionate E
- Able to demonstrate high standards of integrity and professionalism, leading by example E
- Excellent time management and organisational skills E
- Keen to develop further skills D
- Excellent interpersonal and supportive skills. E
- Highly motivated, able to use initiative independently and prioritise own workload E
- Strong Team Player E
- Positive attitude, energy and drive with ability to work under pressure E
- An understanding and high regard for health & safety policies and procedures and the ability to enforce clear strong boundaries, to ensure a safe environment is provided for children, volunteers and staff during activities. E
- Flexibility in working at a range of venues/locations E
- Able to collate, interpret and present information D
- Experience of working with young people and adults aged 11-25 years old D
- Experience of telephone support and information provision E

- Experience of liaison and networking with schools D
- Knowledge of education, social services and primary care services D
- Flexible to work evenings and weekends as required E
- Clean driving licence E
- Experience with working with children and young people E

Qualifications & Experience

- Minimum level 4 qualification in health, educational, social care, counselling or a similar
- Experience within one or more of the following fields in a relevant capacity: mental health, social care, education, counselling
- Experience of working with children, young people, adults and families
- Knowledge of Safeguarding Children and Adults
- IT Competent including a knowledge of a CRM system and Microsoft Office 365
- Bereavement experience or training
- Event organisation

Additional information

We are committed to safer recruitment and take safeguarding very seriously.

Must pass an enhanced DBS check - This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure and Barring Service (formerly known as CRB) to check for any previous criminal convictions.

Must complete an application form and supply 2 referees

There is a 6-month probation period, by which time we expect all training to be completed, including in Safeguarding for both children and adults.

To be a Family Liaison Officer you:

- Must pass an enhanced DBS check - This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure and Barring Service (formerly known as CRB) to check for any previous criminal convictions.
- Hold Current Full Driving Licence
- 20-25 hours per week, some evening & weekend work

Date Reviewed:	By: Odette Mould	Next Review Date:
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18th July 2024

Approved on: 18/07/2024

As required