

Candlelighters

Supporting the families of children with cancer



Application Pack

#TeamCandlelighters

We need you!

Patron Lady Ingilby

The Candlelighters Trust is a registered charity and supports the families of children affected by childhood cancer across Yorkshire. Registered Charity No: 1045077. The Candlelighters Trust is also a Limited Company, registered office: 8 Woodhouse Square, Leeds, LS3 1AD. Registered England No. 3020552



www.candlelighters.org.uk | careers@candlelighters.org.uk | 0113 887 8333

Appointment Brief

Key Information:

Job Title: Community Support Worker Team Leader

Role Description: See page 11

Salary: £26,000 - £28,000 dependent on experience

Hours: 37.5 hours p/w (27 days holidays per annum + bank holidays), permanent

Location: Based in Leeds but covering the Yorkshire Region

Closing Date: 4th March 2022



About Candlelighters

Each year, over 150 children in Yorkshire are diagnosed with cancer. When a child is diagnosed, lives are turned upside down instantly: not just for the child but the entire family. Getting well again can be a long and challenging journey, emotionally, physically, and financially. Supporting children and families throughout that journey is why our charity, Candlelighters, was formed more than 40 years ago.

We understand the complexities and impacts of a childhood cancer diagnosis, and our mission is to bring light and hope to families facing childhood cancer in Yorkshire.

We aim to do this by:

- **Providing emotional, practical and financial support to families.**
This includes the provision of expert support such as talking therapies, peer groups, wellbeing services and play support, holidays to create special family memories, day to day support on the wards and a package of financial grants.
- Delivering our range of high-quality family support services for as long as we are needed and wherever we are needed, from the point of diagnosis, during and after treatment, and for those families who are sadly bereaved.
- Supporting and strengthening the NHS centre of excellence in Yorkshire by funding crucial, front-line hospital roles.
- Investing in vital research, education and training to improve the outcomes and lives of children and their families affected by childhood cancer both across Yorkshire and further afield.

Our Vision

To bring light and hope to every family affected by childhood cancer across Yorkshire.

Our Mission

We bring light to families affected by childhood cancer by providing emotional, practical and financial support.

We bring hope by investing in vital research to improve the outcomes and lives of children with cancer.



Watch this video of the ways we have continued to be there for families throughout Covid-19: <https://www.youtube.com/watch?v=RmZxUtfkPxM>



Working at Candlelighters



★ Our Values

Candlelighters is a big family.

Over the next few pages, we will give you a flavour of what it means to work for our special charity.

We live and breathe our values. It's what we believe in, what we stand for and what makes us who we are:

We are
DETERMINED to
defeat cancer

- To **fight** cancer, **improve** treatments, and **find** cures
- To **improve** the experience of young patients
- To **deliver** on our promises and programmes
- To be **here** for the long haul to stand **shoulder to shoulder** with families

We value
INTEGRITY

- We are **transparent** in all that we do
- We are **open** and **honest**
- We are **driven** by **empathy** for our patients and families

"We believe in
FUN"

- Making **fun** a value in our workplace
- Making every day as **positive** as it can be
- Helping make **fun memories** for our patients and families

- We are **adaptable** to face the challenges of every day
- We change when appropriate because we want to be **the best** we can
- We don't just debate, we **make things happen**

We believe in
flexibility

- We **communicate clearly** with our patients, families and fundraisers
- In life and death situations we add as much **life** as we can
- We are always **ready to listen**

We are
engaging

At Candlelighters we **CARE** about children and young people with cancer:

- We support **them and their families** through their treatment
- We support the **Children's and teenager's cancer units** in Leeds
- We support **research** into children's and young people's cancer
- We support **fundraisers** in their efforts to make a difference



Working at Candlelighters

★ Rewards & Benefits

At Candlelighters we feel it's vital that our employees are well rewarded. We are constantly reviewing the details of our package, but the things you'll be able to enjoy currently include:

- **Competitive salary**
- 27 days holidays increasing to 29 after 5 years' service, plus bank holidays (all pro-rata for part-time staff).
- An extra day off for your birthday
- Group Personal Pension scheme – Candlelighters contribute 5% of salary for each employee that contributes 4%.
- Life Assurance
- **Health and wellbeing** – At Candlelighters, employees' wellbeing is a big priority, and we want employees to be the best they can be.

That's why our health and wellbeing benefits include:

- **Access to Wellbeing activities** – Access to massages and wellbeing treatments from our in-house therapists.
- **Specsavers vouchers for eye tests**
- **Mental Health First Aiders** – A trained point of contact for employees experiencing a mental health issue or emotional distress.
- **Confidential staff helpline** – Highly trained advisors offering 24/7 support on either workplace or personal difficulties.
- **Wellbeing lunchtime sessions** – Anything from yoga or meditation to bath bomb or Christmas wreath making!
- **Flu jabs**
- **Thorough Induction Programme**
- **Training & development opportunities** – Internal and external training programmes to aid knowledge and understanding of the role and charity, as well as employee skills and career development.
- **Flexible working** – We recognise that whatever job a person does, or whatever level they're at, there is a need to strike a balance between work life and home life. With this in mind, and if the role is such where flexible working is possible, we encourage flexibility around working from home or from the office as well as flexibility around when you work your contracted hours.
- **Social Committee** – To make sure we all have FUN at Candlelighters, our Social Committee organises optional activities such as Activities include the Masked Singer, quizzes, a weekend away, a sleepover at a scout hut, staff competitions, Halloween crafts night, Family Fortunes and much much more!



Working with Candlelighters

★ Staff Testimonials

Don't just take our word for it, see what our staff have to say about working for Candlelighters!

Our values run through everything we do here at Candlelighters which creates an amazing culture to work in. We have so much fun as a team and the charity cares deeply about our wellbeing. Knowing the impact our work has on families going through such challenging times makes it an extremely rewarding environment. I feel privileged to work for Candlelighters. - **Tom Robertshaw, Head of Fundraising.**



In my working life of 25 years, I have never worked somewhere that comes anywhere near as special as working with the team here at Candlelighters. If you want fun, a challenge within a supportive environment and to know that what you do makes a difference, this is the place for you. Join the Candlelighters family. - **Chris Salt, Partnerships Manager.**

I feel so lucky to work for such an amazing organisation!!!! From the moment you start, Candlelighters opens its arms and gives you a big hug filled with warmth, joy and happiness. We really are one big family!! My colleagues are incredible, the work ethic and focus on staff wellbeing is amazing and the shared passion and motivation across the team to support families affected by childhood cancer is so inspiring and a pleasure to a part of. - **Chloe White, Community Support Worker.**



I can safely say that since joining Candlelighters in 2019 I have never looked back! Being part of Candlelighters has given me a new lease of life and fresh purpose. I thoroughly enjoy every single day working with such an incredibly supportive and fun team, at the same time knowing I am part of a Charity that makes such an important difference to families affected by childhood cancer. I feel genuinely honoured and privileged to be part of Candlelighters - **Lawrence Pomeroy, Head of Finance and Corporate Services.**

Working with Candlelighters

★ Getting Involved

Working for Candlelighters means you can get involved in as little or as much as you want to help support the charity and the amazing work that it does.

Getting involved varies from donning a silly hat for a photo shoot for one of our campaigns, volunteering at one of our events, fundraising, or participating in an event yourself!





Meet the Family Support Team!

Family Support

Become part of the Family Support Team and contribute to providing expert support to families affected by Childhood Cancer across Yorkshire. Whether you are looking to work directly on the wards, in our family support centre or out in the community everyone contributes to supporting our families through such an incredibly tough time.

The team helps to provide tailored support to each families individual needs, whether that be providing a listening ear and a cuppa or supporting them to access our vast range of support services, we are here for as long as our families need us.

Being part of the Family Support Team is not only rewarding it is a lot of fun! We pride ourselves on bringing as much enjoyment to the families as possible, and at times the role can be tough but we are an incredibly supportive team who all look after one another like a big family. No one day is ever the same.



Natalie Kisby
Head of Family Support

My Sunday =
A lovely walk with the pooches out in the Yorkshire Dales!



Vicky Fisher
Deputy Head of Family Support

My Sunday =
A lovely long walk in the Dales with my dog, followed by a good roast and a bubble bath!



Amy Laycock
Family Support Worker

My Sunday =
A lovely walk with the pooches out in the Yorkshire Dales!



Lucy McMahan
Family Support Worker

My Sunday = Going to a little independent café to have a read of my latest book (and to fuel up on caffeine) before heading back to the flat to play board games!



Ryan Scott
Family Support Worker

My Sunday = I enjoy going on walks and playing the guitar



Lucy Junni
Community Support Worker

My Sunday = Having a lazy morning, followed by baking something chocolatey to have after a nice Sunday roast



Kay Walker
Housekeeper

My Sunday = Meeting up with family and having a big Sunday roast!



Janet Bunn
Family Support Administrator

My Sunday = Spending quality time with my family especially my grandson!



Brittany Davies
Family Support Worker

My Sunday = I enjoy having a relaxed morning on a Sunday, big breakfasts, catch up on the telly and then taking my two dogs (Minnie and Mabel) for a walk on the fields.

Photo coming soon :)

Ammaarah Laher
Family Support Administrator

My Sunday = TBC

Photo coming soon :)

To be confirmed
Family Support Worker - Temporary Maternity Cover
My Sunday =

Photo coming soon :)

To be confirmed
Community Support Worker
My Sunday =

★
Community Support Worker Team Leader

↑
new role!

★
Family Support Centre Manager

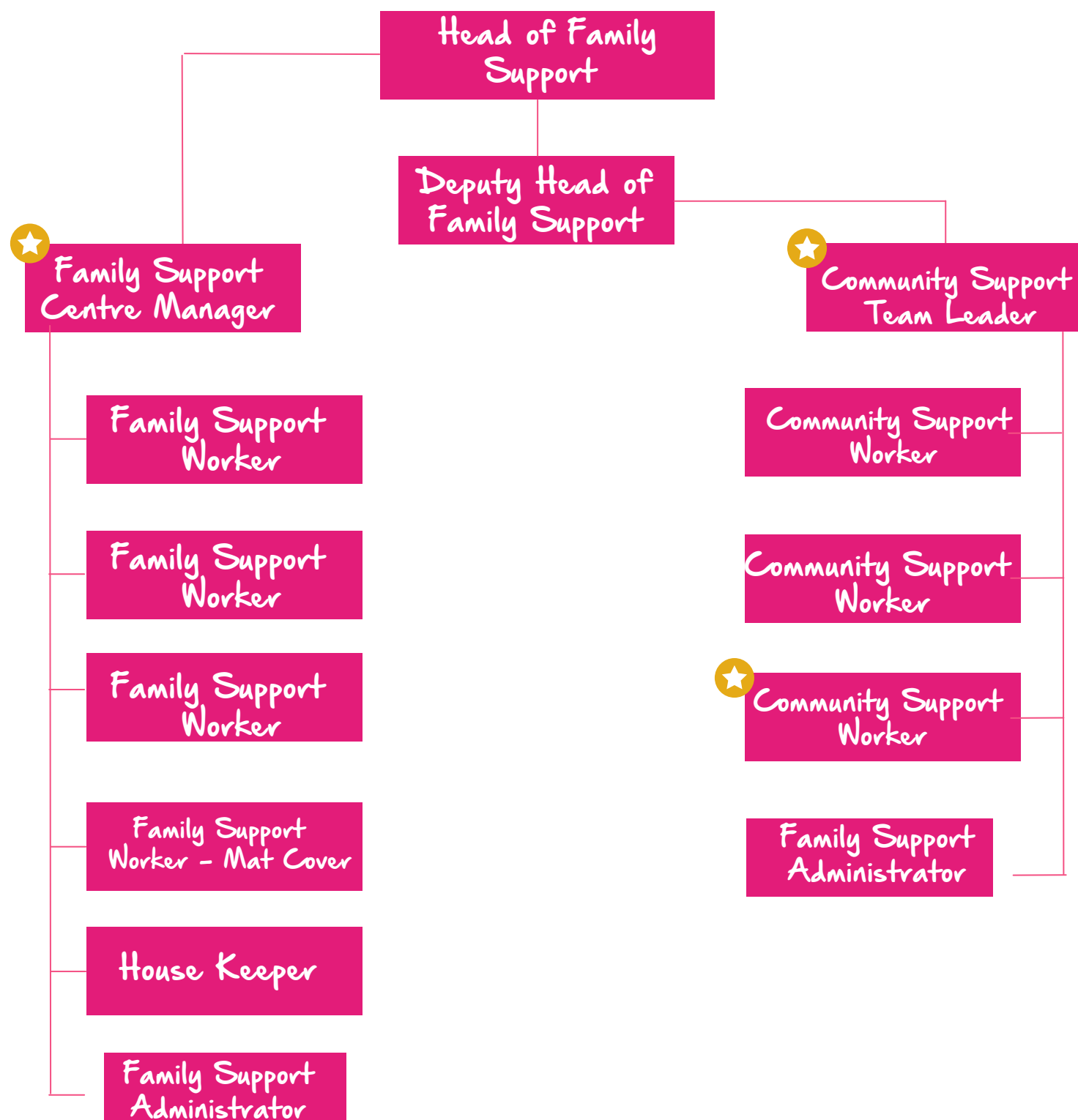
↑
new role!

★
Community Support Worker

↑
new role!



Family Support Reporting Structure



Meet some of the families we support



Mum

'The love and support you gave to us and Charlie during his treatment was above and beyond. He was never daunted by the hospital and that's down to Candlelighters. Charlie also enjoyed going to The Square after his treatment to annoy the staff there with chair races, Nerf guns and his stories. Not forgetting our amazing holiday to Centre Parcs of which the memories will last a lifetime. We are forever grateful.'

'Today was beautiful. The best virtual experience I've had, celebrating the lives of so many brave, beautiful angels. Thank you for going above and beyond. It really was a special celebration of all of their lives.'



Bereaved Mum



Dad

'The support Candlelighters gives is second to none and is a fine example of what other charities should follow. What is great though, is you get to meet other parents and children who have gone through the same and fully understand your pain, something that other people just never get. The best of all is, we all have an extended family of great people who can laugh together about the rubbish and rough times. Love you guys xx'





The Role



Job Summary: An exciting opportunity for a role at Candlelighters which will continue to develop and grow. The role is responsible for a team of Community Support Workers who work across Yorkshire. You will be a key contact to our families (areas to be confirmed) whilst liaising with professionals, charities and services in the area. You will be expected to run all services, projects and events in these areas whilst ensuring the community support model continues to be delivered in an efficient manner. The role will continue to develop and grow over time.

Line Manager: Reporting to the Deputy Head of Family Support

Key relationships: Working within the family support team at Candlelighters but also alongside the wider multi-disciplinary team over at the Leeds Children's Hospital. Working with service providers e.g. Halsa. Providing a key contact for all families, volunteers and professionals in the community.

Principal Responsibilities

- Managing the team of Community Support Workers to provide high quality support and services to all families across Yorkshire
- Liaising and working closely with service providers to ensure the smooth running of the wellbeing support package we offer to families in the community
- Providing a key contact for all families, volunteers and professionals in the community
- Working alongside the Candlelighters Family Support team, Social Work team and Outreach team to ensure families receive the financial, emotional and practical support that they require
- Responsible for the planning, promoting and delivery of projects, support groups, events and services in the areas assigned
- Responsible for collating feedback from families, professionals, and other Community Support Workers
- Responsible for recruiting and managing Volunteers in areas assigned
- Strengthen and build relationships with key health professionals, charities and services in areas assigned
- Be an advocate for Candlelighters, promoting services and signpost families to other support/health professionals/services in their area
- Working alongside key health professionals to identify the most appropriate support for families. This may be on the wards, in clinic, in the community or at home
- Support families through their fundraising journeys as and when appropriate – needs led by the family
- To ensure the community support structure continues to run efficiently, feeding into the Deputy Head of Family Support
- Any other duties as required
- This job description is not intended to be exhaustive and it remains subject to change at any time to meet the changing needs of the Charity.



How to apply:



Previous applicants need not apply.

We operate a 2 stage interview due to the sensitive nature of the environment incorporating an interview and a taster session as outlined below:

Stage 1 - Formal Interview with the Deputy Head of Family Support Team and Lead Nurse for Children's Cancer Services – **Date TBC**

Successful candidates from stage 1 will then be invited to:

Stage 2 – Meeting staff and spending time in the family support centre. **Date TBC**

For more information and to apply please download an application form from the join our team page on our website www.candlelighters.org.uk

Application Feedback

Unfortunately due to the large number of applications we receive, we are unable to provide feedback to those applicants who are rejected prior to interview.