

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: Family Support Co-ordinator

Role Description: See page 12

Salary: £20,000 - £23,000 dependent on experience

Hours: 35 hours p/w (Mon to Fri 9am – 4:30pm, excluding Thursdays which will be 12:30pm-8pm), 27 days holidays per annum + bank holidays

Location: Based in Leeds but covering the Yorkshire Region

Closing Date: Thursday 17th Aug 2023 @ 12pm (We may close this post earlier if we have a good response to the advert)



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:

Candlelighters

OUR VALUES

It's what we believe in, what we stand by 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 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 **CARE**

- We support patients 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**

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 are **ENGAGING**

- 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 believe in **FLEXIBILITY**

- 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**



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 2 years' service, 32 after 5 years service onwards and after 10 years service 1 weeks additional annual leave in the 10th year plus bank holidays (all pro-rata for part-time staff).
- An extra day off for your birthday
- Buy/Sell Holidays – Members of staff can buy/sell up to 5 days holiday per year.
- Group Personal Pension scheme – Candlelighters contribute 5% of salary for each employee that contributes 4%.
- Life Assurance
- Maternity leave - Statutory maternity leave. After 2 years service, first 12 weeks full pay, then 27 weeks statutory maternity leave.
- Paternity leave - Statutory paternity leave. After 2 years service, 2 weeks paid paternity leave, followed by standard paternity leave - Flexible when you want to take it.
- After 2 years service you have the option to enhance your benefits by choosing the following pick and mix options:

After 2 years service:

Option 1: Pension increase
Employer 7%
Employee 5%

Option 2:
Private Medical Insurance

Option 3:
Free gym membership with Pure Gym

After 5 years service:

You automatically qualify for the option to increase your pension contributions to the below choices:

- 1 - Employer 7% & Employee 5%
- 2 - Employer 9% & Employee 6%
- 3 - Employer 11% & Employee 7%

You are therefore also eligible to choose ONE additional benefit of either the Private Medical Insurance or Gym membership.

Rewards & Benefits

- **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.
- **Go Vida Wellbeing App** - A wellbeing platform that rewards you for looking after your physical and mental wellbeing. You can set personal or team challenges, use daily tools such as content from therapists, coaches, and psychologists, watch videos on sleep, exercise, nutrition and performance, connect with others and much more!
- **Smart Health App** - Unlimited access to a 24/7 GP as well as a range of other health and wellbeing experts.
- **Specsavers vouchers for eye tests**
- **Discount cards** – All our employees have access to The Company Shop card which gives discount on food shopping, and the Charity Worker Discounts card which gives discounts on a range of essentials, fashion, energy, insurance, days out, holidays, mobile phones and much more!
- **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.
- **Talking Therapies** - Supporting staff - We know there may be times when our staff would appreciate advice or support in dealing with a personal situation either at home or at work.
- **Refreshments** – Hot and cold drink making facilities are funded by Candlelighters, there are tables and chairs for employees to eat their lunch at, or for just a great opportunity to chat with colleagues and relax during the working day.
- **Flu jabs**
- **Thorough Induction Programme**
- **Team Away Days** – Team away days are provided to help teams plan for the future/cover specific topics etc. without interruptions from the office.
- **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.
- **Training Development Programme** – Leaders of the Future training available to members of staff looking to develop into Line Management.
- **Business Coaching** – Access to a Business Coach is a valuable part of the leaders of the future training.
- **Lifestyle Options** - We recognise that, whatever job they do or whatever level they're at, there is a need to strike a balance between work life and home life.
- **New 35 hour week** – with flexible working hours. We offer a range of options for flexible working to support good work/life balance, be it condensed hours, part-time work or job sharing.
- **Supporting working parents** - Candlelighters recognises the importance of the family and the need to support working parents in ways that help them balance their work and family lives. We want to ensure that both current and new mums and dads get all the help and support they need.
- **We give time off for antenatal, midwife, health visitor and parent craft classes as well as maternity pay and leave.**
- **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 I am so lucky to work for such an amazing organisation and have never worked somewhere as fun as Candlelighters! My days are so varied and filled with exciting challenges which keeps things fresh. Everyone here is so supportive and which helps me do the best job I can for those affected by childhood cancer. I feel so privileged to be able to support the families that we do, ensuring that we provide that extra care when they need it the most. – **Lucy Junni, Senior 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 coffee in bed, heading out for a run and then cooking a yummy roast!



Lucy McMahan
Family Support Supervisor

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 Manager

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!



Hannah McCawley
Family Support Manager

My Sunday = Lazy morning, cup of tea in bed, dog walk, and then meeting up with friends in the afternoon for an escape room/crazy Golf and lunch



Caroline Lavan
Community Support Worker

My Sunday = Spending time in the countryside and having a big Sunday dinner!



Lauren Laprell
Community Support Worker

My Sunday = Something fun with my children and husband, that could be going somewhere fun and exciting or taking the dogs on a walk and ending with a pub lunch.



Lori Reed
Community Support Worker

My Sunday = Seaside trip with the dog and a nice lunch.



Kam Benton
Family Support Worker

My Sunday = TBC



Jessica Burton
Family Support Worker

My Sunday = TBC



Fionnuala Ravelle
Family Support Administrator

My Sunday = TBC

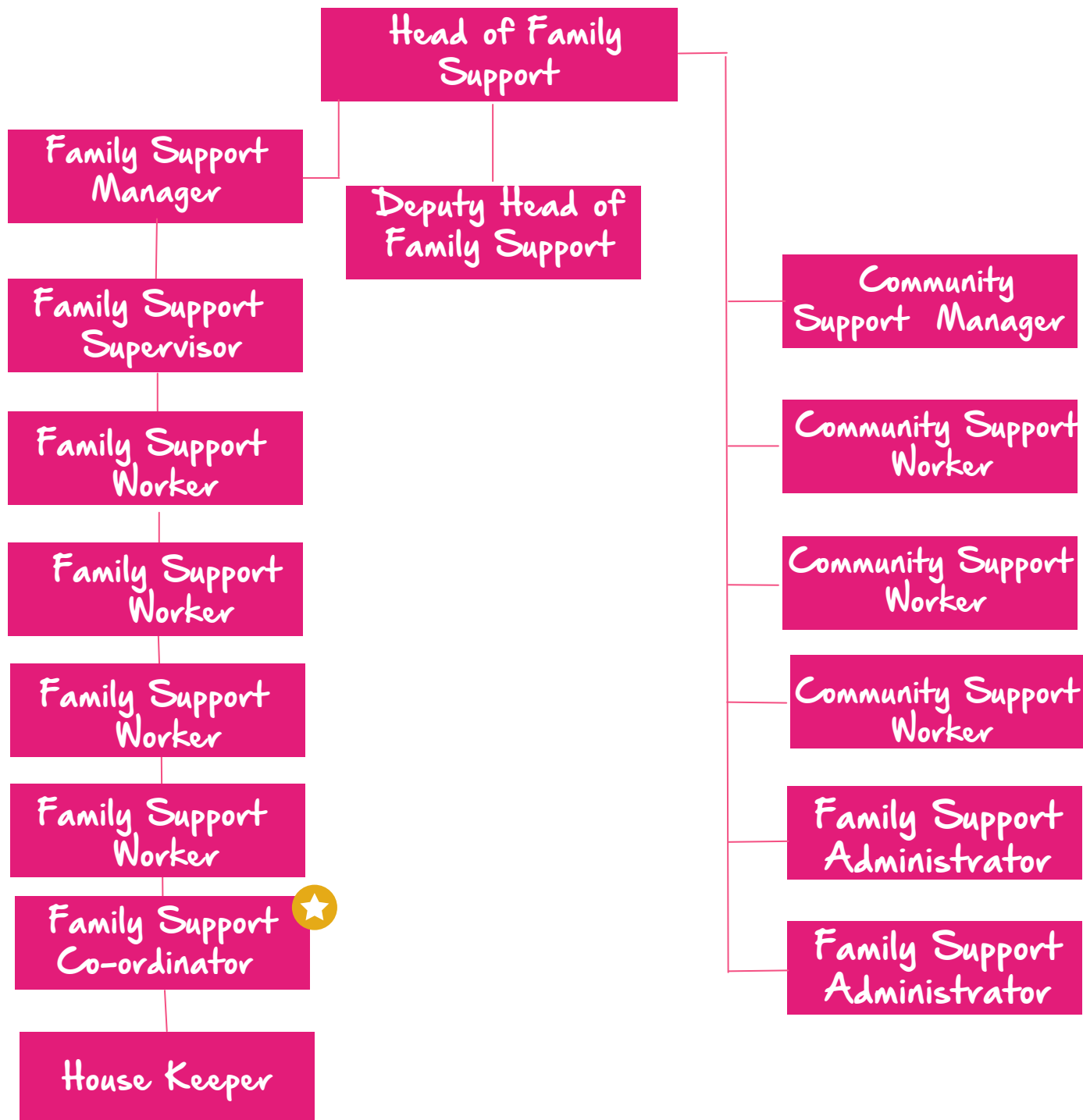


new role!





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:** We are looking for a professional and compassionate individual to provide a welcoming face to our Family Support Centre, The Square. This role is responsible for being the initial contact to all families, staff, and supporters in person and over the phone, while ensuring that The Square provides a welcoming environment. This is a very varied role and will be supporting families to access support from the point of diagnosis and beyond and providing essential admin support to the family support team. This is a proactive role that requires independent thinking and a go get attitude.
- Line Manager:** Reporting to the Family Support Centre Manager
- Key relationships:** Providing the first point of contact to all families. Working within the family support team at Candlelighters but also alongside the wider Candlelighters and Hospital team.

Principal Responsibilities

- Welcoming and assisting families, visitors and staff visiting The Square
- Be an advocate for Candlelighters, promoting services to families and help to signpost for further support
- Support families to access services such as wellbeing, talking therapies, support groups and events
- Assist families in accessing and using Eckersley House and the Candlelighters Cottage
- Signposting to other services that support Children and their Families affected by Childhood Cancer
- Maintaining up to date knowledge of the full range of support services offered to families by Candlelighters
- Listening to and assisting families with their requirements
- General housekeeping – Ensuring all visitor areas at The Square are kept clean, tidy, and welcoming at all times.
- Report any building issues and complete all health and safety checks
- Telephone enquiries
- Booking families/staff/visitors in for support services, meeting rooms and car parking
- Monitoring bookings daily
- Receiving monies
- General administration duties such as using the database, data input, updating the booking systems and using all Microsoft programmes
- Ensuring all rooms are set up for the delivery of activities at The Square – including family events, staff and trustee meetings
- Assisting in the promotion of activities at The Square
- Keep all promotional information up to date at The Square
- Monitoring The Square's social media account and inbox
- Receiving and checking deliveries
- Gathering data and recording feedback from families
- Support families through their fundraising journeys as and when appropriate – needs led by the family
- Monitoring stock levels and ordering of refreshments/sundries for The Square/Ward/Day Unit
- 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



The Role

About You

We are looking for someone with:

At least two years' experience in a service delivery or customer service-based role and has exceptional IT skills with Word, Excel, and Outlook as well as excellent interpersonal and presentation skills.

Sometimes we are dealing with emotional and pressurised situations so you would need to be able to work well under pressure and be resilient enough to cope with the emotive environment that comes with supporting childhood cancer.

You will need to be highly organised and efficient as you will often have to deal with several different situations at the same time.

We are looking for someone with commitment, compassion, enthusiasm, and a willingness to learn. Someone who understands how important this role is and provides support with a cheerful disposition.

Being a true team player is also critical and all the staff at Candlelighters work hard to be a united group. And we also try to use our own initiative whenever we can. We are a small charity and things like this really matter.

This role is subject to an enhanced criminal record check, which is processed through the Disclosure and Barring Service (DBS)

This particular role is not suitable for family members who are currently receiving support from Candlelighters. This is to ensure they are given the best possible care and support without any potential conflict of interest.

Previous applicants need not apply.

The closing date for the post is Thursday 17th Aug 2023 @ 12pm.

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: Date – Thursday 24th August 2023

Successful candidates from stage 1 will then be invited to:

Stage 2 – Taster Day and Interview with a Family Member. This will consist of a tour of the ward and clinic. Meeting staff and spending time in the family support centre.

Date TBC

To apply please send your CV to: Careers@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.