This post is subject to a satisfactory Disclosure and Barring System declaration. A full DBS check may be carried out on randomly chosen declarations which will disclose all cautions, reprimands and warnings as well as convictions.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **1. Post** | | | | |
| Post: | CONI Support Officer | | | |
| Department: | Support and Development (CONI team) | | | |
| Salary: | £22,000-24,000 per annum FTE, pro rata exact salary will be based on the hours agreed | | Date: | November 2018 |
| Hours: | 25-30 hours per week  (we are flexible to the days and hours this could be worked as long as it meets the needs of service) | | Negotiable | 12 month contract |
| **2. Supervisory responsibilities/position in structure** | | | | |
| Responsible to: | | National Lead for CONI | | |
| Responsible for: | | Supervision of volunteers who have delegated tasks | | |
| **3. Main function of job** (Note: in addition to these functions employees are required to carry out such other duties as may reasonably be required) | | | | |
| The role is the frontline support for the Care of Next Infant (CONI) programme, which sits within the Support and Development Team.   1. To be the initial responder for all enquiries for the CONI Team 2. To process CONI data regarding individual babies on the programme and maintain associated systems 3. To support National Lead for CONI and facilitators arrange and document meetings and training 4. To maintain records of CONI programme activity, collate statistics and assist with reporting and other administrative processes as required | | | | |

|  |  |
| --- | --- |
| **4. Main duties** (brief description) | |
| Duties/Responsibilities | Level of responsibility  direct or indirect (D/I): |
| 1. **To be the initial responder for all enquiries into the CONI Team**   Co-ordinate responses to contacts, by mail and email, and answer phone calls, including from health professionals and bereaved parents (training will be given)  To assist the Helpline team to determine whether or not the CONI programme is available to bereaved families who contact the charity  Provide initial support to CONI Co-ordinators as required  Pass on clinical and complex enquiries to the National Lead for CONI or CONI facilitators   1. **To process CONI data**   Maintain and develop the CONI electronic registration database  To assist with the transition from paper to electronic systems, including processing returned CONI registration forms and paperwork as required  To assist with archiving and/or digitising historical CONI records  To be responsible for ensuring that feedback questionnairesreach CONI families at the appropriate time, with due care to sensitive dates   1. **To support National Lead for CONI and facilitators arrange and document meetings and training.**   Assist the CONI team in the arranging CONI meetings and training sessions (around 22 per year)  To assist with transition from paper to electronic systems  To identify, in collaboration with CONI team, all CONI Co-ordinators who should be invited to meetings and training sessions and ensure they are invited  Respond to enquiries about CONI meetings and training and maintain relevant records  Send out information on training sessions and pass on details to finance department for invoices  Ensure that information and resources collated and dispatched for training sessions.  To assist the National Lead for CONI to organise and document CONI Steering Group meetings, including taking and distributing meeting notes | D  D  D  D  D  D  D  D  D  D  I  D  D  D  D  D  D |

|  |  |
| --- | --- |
| Duties/Responsibilities | Level of responsibility  direct or indirect (D/I): |
| 1. **To maintain records of CONI programme activity, collate statistics and assist with reporting and other administrative processes as required**   Maintain an up-to-date contact list of CONI co-ordinators, team leaders and paediatricians in Raisers Edge and Excel  Collate statistics, as required on areas of work within the CONI programme and run queries on the relevant databases to support the wider work of the charity e.g. fund raising  Provide other administrative support to the CONI team as required  Supervise and assist volunteers, including the volunteer medical statistician  Manage orders of baby movement monitors and other equipment received by charity, including processing purchase orders and maintaining records | D  D  D  D  D  D  D |

|  |  |  |
| --- | --- | --- |
| **5. Requirements to carry out job** | | |
| Essential or desirable requirement – please indicate against each heading | E | D |
| Qualifications/education required: |  |  |
| GCSE standard, including C grades at English and Maths  Further education – A-Levels or equivalent  Higher education in a health or data related field | E | D  D |
| Competencies required: |  |  |
| Experience of working in an office environments for a minimum of two years  Proficiency in Microsoft Office suite including Word, Excel and Outlook  Experience of communicating with a wide range of people both by telephone and in written form  Experience in working in record or data handling or a medical field  Working knowledge of Access or other databases (to be tested at interview)  Experience in supervising people and working with volunteers  Experience using Raisers Edge or an equivalent database | E  E  E | D  D  D  D |
| Specialist training required: |  |  |
| Communicating with bereaved people – training will be given |  |  |
| Any particular aptitude/skill required: |  |  |
| Ability to maintain confidentiality  Understanding of the General Data Protection Regulation  Highly organised  Able to work collaboratively as member of a team  Able to work methodically and enter data accurately  Good speed of working  Able to manage and communicate status of workload  Willingness to learn new skills, including databases, web forms and other IT systems | E  E  E  E  E  E | D  D |
| Personal characteristics required: |  |  |
| Willingness to adapt to changing priorities  Self-disciplined to work in open office environment | E  E |  |

|  |  |
| --- | --- |
| **6. Special terms** | |
| Working in different locations: | May occasionally be asked to work away from office e.g. at conferences or special charity events |
| Benefits | 25 days annual leave pro rata per annum  Eye-care vouchers  Child care vouchers (via salary sacrifice)  Free travel loan to work after 6 months  The Lullaby Trust offers a salary sacrifice pension scheme to all employees following completion of an interim probation review. We encourage you to contribute at least two to five per cent of your salary and will match up to 5% of this contribution to your scheme. |
| Application details | Please fill in an application form and return to [beckyt@lullabytrust.org.uk](mailto:beckyt@lullabytrust.org.uk) by 2019 |
| Special conditions, eg, working with hazardous substances, equipment, animals: | n/a |