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| **1. Post** |
| Post: | Support and Training Officer  |
| Department: | Support and Development |
| Salary: | £24,000 pro rata1-year Fixed Term ContractPart time 2.5 days | Date  | April 2021 |
| **2. Supervisory responsibilities/position in structure** |
| Responsible to: | Head of Support and Information  |
| Responsible for: | N/A |
| **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) |
| 1. To promote and deliver Safer Sleep Training and Bereavement Training to professionals in line with the Organisational’ s Training Strategy
2. Proactively engage families with safer sleep advice and respond to safer sleep enquiries; ensuring anyone seeking advice and is given a high-quality service in a timely way.
3. To work with professionals in promoting safer sleep and good practice after the sudden and unexpected death of a baby.
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| **4. Main duties** (brief description) |
| Duties/Responsibilities |
| * **To deliver Safer Sleep Training and Bereavement Training to professionals in line with the Organisation’s Training Strategy.**
* To deliver and promote online training to professionals on safer sleep and bereavement training working closely with the Professional Development Lead and the Senior Support and Training Officer.
* To assist with the recording of online webinars and presentations for professionals.
* To initiateand maintain contact with a wide range of healthcare and other professionals such as Children’s Centres, A&E staff, paediatricians, health visitors, midwives, police and coroner’s officers to provide information, advice and training, and encourage best practice.
* **Proactively engage families with safer sleep advice and respond to safer sleep enquiries; ensuring anyone seeking advice and is given a high-quality service in a timely way.**
* Cover and answer the information services including helpline, online, and webchat on safer sleep enquiries responding within the set guidelines and KPIs for the department.
* Deliver regular safer sleep posts on social media, including Live Q&As on FB and Instagram to families.
* To assist with the recording of online webinars and presentations for families on Safer Sleep.
* Assist with the development of the new and expectant parents’ panel, support and help facilitate meetings.
* Review and update website text and social media messages on safer sleep in conjunction with the Communications & External Affairs team.
* Work with other teams to reach more families including on projects focussing on diversity and inclusion and deprivation.
* Ensure any safeguarding concerns are actioned in accordance with the organisation’s Safeguarding Policy
* **To work with professionals in promoting safer sleep and good practice after the sudden and unexpected death of a baby.**
* To build relationships with local professionals in order to support local campaigns to reduce SIDS deaths.
* To offer and deliver training to professionals working with bereaved families.
* Work with all teams to produce the Professional Newsletter.
* Engage with health professionals and maintain and build those relationships to promote Little Lullaby and encourage referrals.

**Any other work which relates to the Lullaby Trust’s strategic objectives**To participate in training and events with colleagues on a regular basis.*Priorities for the year and key tasks are reviewed regularly. They are subject to updates in line with specific needs and decisions made at the Lullaby Trust’s strategic reviews, and funding requirements* |
| **5. Requirements to carry out job**Essential or desirable requirement – please indicate against each heading | E | D |
| Qualifications/education required: |  |  |
| GCSE standard Degree/Higher Education Qualified health practitioner or trainer | E | DD |
| Competencies required: |  |  |
| Ability to organise own workload, including organisation on training eventsConfidence to give training to professionals Ability to form and maintain sound relationships with a range of contactsAbility to absorb large amounts of information, including some scientific research, and explain these to others Strong team working with the ability to think creativelyCommitment to high standards in all areas of work The ability to deal sensitively with bereaved parents, including face to face Ability to represent The Lullaby Trust at events and functions  | EEEEEEEE |  |
| Specialist training required: |  |  |
| Training will be provided on safer sleep advice and bereavement support issues. |  |  |
| Any particular aptitude/skill required: |  |  |
| Excellent self-management skills, including ability to plan and prioritise own work load and work to deadlinesKnowledge of health sector, particularly support to parents with young babiesExcellent relationship builder both on phone and in person, with the ability to effectively communicate Good working knowledge of Word, Excel, PowerPoint and Outlook Excellent grasp of online and digital resources, with a focus on training and webinars | EEEE | D |
| Personal characteristics required: |  |  |
| Self-motivator with initiative Proactive, innovative and responsive approachCommitment to the organisation’s strategic goal to reduce the rate of unexplained infant deaths by 2020 and to support bereaved families | EEE |  |
| **6. Special terms** |
| Working hours: | 2.5 days per week  |
| Benefits | 25 days annual leave pro rata per annum Eye-care vouchers Free travel loan to work after 6 months The post is currently remote working though some travel to London may be required.Matched pension contributions up to 5% after 3 monthsThe Lullaby Trust operates a company pension scheme into which qualifying employees will be automatically enrolled after 3 months. Default contributions are by salary exchange with the employee and The Lullaby Trust each contributing 4% of salary.  |
| Application details | Please complete the Lullaby Trust application form and email it in Word format to office@lullabytrust.org.uk. **PDFs and CVs will not be accepted.**  |