

## Job Description

Title:	Senior Support Officer
Reports to:	Information and Support Manager
Direct Reports:	Support Officer x2. Bliss Scotland Support Officer x 1
Salary:	£30,000 per annum FTE, pro-rata £18,000 for 21 hours
Terms:	Part-time, 21 hours per week Permanent

---

### Role description

#### Main purpose of the role

This role in the Information and Support Team will contribute to delivering Bliss' support services for parents of babies born premature or sick. These include services delivered by volunteers and directly by the I&S team.

The Senior Support Officer (SSO) provides operational management of some of these services, for example overseeing our cot-side volunteering programme or our email support service, and also directly provides support for families, for example responding to emails, or moderating peer support content via social media.

#### About the team and department

This post sits in the Information and Support Team, within the Services department. The purpose of the Information & Support team is help ensure babies born premature or sick have well-supported parents playing an active role in their decision-making and care. We do this by providing Information and Support services which help parents to be more confident in their roles, better informed about neonatal care, better connected to the support they need, more involved in the care their baby receives.

#### Reporting structure

This role line manages a team of 3 Support Officers (one full time role and two part time roles) and reports to the Information and Support Manager.

#### Key Responsibilities:

- To lead on the day-to-day operational delivery of at least one of Bliss' support services for families.
- To provide support for families through Bliss' support services. This could include, for example, responding to emails or moderating peer support content.
- To provide line management of a team of Support Officers in line with Bliss' values of being trusted, supportive and ambitious.
- To work with the Information and Support Manager, Information and Content Lead and others to ensure that Bliss' Information and Support services maximise impact in line with aims of the team
- To work with the Information and Support Manager, Information and Content Lead and others to ensure that Bliss' Information and Support services are continuously improving and developing.
- To work with other Senior Officers and area Leads across Bliss in support of cross-team objectives

- To take the lead on discrete projects to improve and develop Bliss support services for families.
- To support the involvement of Bliss service users in the development of Bliss' support services.
- To support the development of services in line with achieving additional sources of funding.
- To help ensure that Bliss support services for families are delivered in line with relevant policies including Safeguarding and Data Protection & Confidentiality policies
- To perform any other duties as may be reasonably requested.

## Person Specification

### The following are essential:

- Experience of supporting people with emotional and practical support needs as part of a service delivery team.
- Strong people and communication skills, including the ability to support people in distress
- Strong understanding of the management of support services delivered through multiple channels
- Demonstrable ability to be a trusted, supportive manager of people.
- Understanding of managing volunteers and knowledge of best-practice in volunteer management.
- Ability to build and maintain effective working relationships internally and externally.
- Strong understanding of monitoring, evaluation, service user involvement and continuous improvement in the context of service delivery
- Good understanding of best practice in safeguarding young people and vulnerable adults in the context of service delivery.
- Good understanding of diversity and inclusion in support services

### The following are desirable:

- Good understanding and up to date knowledge of the family support environment, or of supporting the families of babies born sick or premature
- Understanding of maternity and newborn health issues and complications, including prematurity and sickness in babies.
- Working knowledge of neonatal structures within the NHS
- Project management skills

### Special conditions:

1. Able to demonstrate commitment to the aims and objectives of Bliss
2. Willingness to work outside office hours and weekends on occasions
3. Willingness to undertake further training as and when required

## About Bliss

Bliss is the leading UK charity for premature and sick babies. Our vision is that every baby born premature or sick in the UK has the best chance of survival and quality of life.

We champion the rights of every baby born premature or sick to receive the best care. We achieve this by empowering families, influencing policy and practice, and enabling life changing research.

For more information about Bliss, visit [bliss.org.uk](https://bliss.org.uk)

## How to apply

Interested applicants are requested to submit the following documents [to recruitment@bliss.org.uk](mailto:recruitment@bliss.org.uk) before 9.00 am on the 18<sup>th</sup> March.

- CV
- Supporting statement explaining how you meet the criteria in the person specification
- Equal Opportunities Form