



**Edinburgh
Children's
Hospital Charity**

Youth Worker & Family Support Officer

Location: Royal Hospital for Children and Young People

Hours: 37.5 per week (Monday to Friday)

(3 days 10.00 am to 6.00pm, 2 days 12 noon to 8.00 pm)



Purpose of Role

The purpose of the Youth Worker and Family Support Officer is to offer practical help, emotional support and trauma-informed interventions to children, young people and their families in hospital.

Working as part of Edinburgh Children's Hospital Charity (EHC) Children's Wellbeing Service, you will support young people and families to cope with the emotional, practical and mental health challenges associated with hospital experiences. The role combines direct 1:1 and group support, creative and evidence-based wellbeing activity, and strong partnership working across the hospital and wider community.

You will help embed trauma-informed, child-first practice across EHC's services, ensuring that no child faces hospital alone.

Areas of Responsibility

Supporting Children, Young People and Families

- Provide emotional and practical wellbeing support to children, young people and families within wards and other clinical settings, The Hub and family spaces
- Hold, maintain and manage a case load of families requiring targeted 1:1 support
- Design and deliver creative, evidence-based wellbeing, emotional and practical interventions
- Facilitate group sessions, peer support and befriending opportunities for parents, carers and young people
- Support families experiencing challenges linked to mental health, poverty, isolation and stressful hospital experiences
- Empower families to build confidence, resilience and coping strategies
- Use creative, youth work and wellbeing approaches to build confidence, coping mechanisms and connections



- **Youth Voice, Participation & Co-productions**

- Enable children, young people and families to shape services and activities
- Support development of:
 - Peer support programmes
 - Youth-led content and activities
- Use a youth work and participation approach to strengthen voice

- **Delivery of The Hub & Wellbeing Service**

- Contribute to the delivery of the Children's Wellbeing Service and organisational strategy
- Support the effective day-to-day running of ECHC spaces, ensuring they are welcoming, safe and fully resourced
- Identify and respond to barriers to access, inclusion and engagement within RHCYP
- Work flexibly across The Hub and wards to reach families where they are most in need

- **Partnership Working & Signposting**

- Build and maintain strong working relationships with hospital staff, identifying champions who can refer families to the service
- Actively link with external agencies, community organisations and specialist services to support families through effective signposting and warm referrals
- Facilitate information sessions or outreach activity within The Hub to improve access to advice and support



- **Volunteers, Teams & Culture**

- Build, support and motivate a strong volunteer team contributing to Children's Wellbeing Service delivery
- Work collaboratively with colleagues, volunteers, artists and sessional staff to deliver high-quality programmes
- Contribute to a positive, inclusive and supportive team culture

- **Monitoring, Evaluation & Administration**

- Accurately record interventions, engagement and outcomes in line with policy
- Collate qualitative and quantitative data to evidence impact and inform service development
- Contribute to evaluation reports, funding applications and funder visits
- Ensure compliance with safeguarding, data protection and best practice standards

- **Organisational Contribution**

- Act as an ambassador for ECHC
- Keep up-to-date with sector developments, partner activity and emerging best practice
- Support fundraising activity where appropriate
- Undertake any other duties appropriate to the role and the needs of the organisation

Requirements



Requirements	Essentials	Desirable
Education & Qualifications	Experience supporting children, young people and families with complex needs	Qualification in health, social care or related field or equivalent experience
Knowledge & Experience	Significant frontline experience with children and families	Experience designing or delivering wellbeing or support programmes
	Strong communication, listening and interpersonal skills	Experience collating data and evaluating impact
	Ability to work independently and as part of a multidisciplinary team	Understanding of local support and referral pathways
	Understanding of trauma-informed approaches	Understanding of Child and Adolescent Development
	Knowledge of children's rights and family support systems	Understanding of impact of illness and hospitalisation on families
	Practical understanding of safeguarding and professional boundaries	
	Understanding of Equality, diversity and inclusion	

<p>Personal Qualities</p>	<ul style="list-style-type: none"> • Person-centred, child-focused and values-led • Emotionally resilient and able to work in challenging environments • Motivating, reflective and adaptable • Able to set and maintain professional boundaries • Positive role model for colleagues, volunteers and service users 	
<p>Additional</p>	<ul style="list-style-type: none"> • Flexible working including some evenings and weekends • Membership of the PVG Scheme <p>Eligible to work in the UK</p> <p>Willing to undertake additional study or learning as required to fulfil this developing role etc.</p>	<ul style="list-style-type: none"> • Experience working with or coordinating volunteers

What's in it for You?

- Generous annual leave entitlement: 35 days as standard (FTE), increasing to 40 days after five years
- 24/7 Employee Assistance Programme to support staff wellbeing
- The option of face to face, confidential counselling with our retained psychologist
- Hybrid and flexible working (if applicable)
- Pension plan with employer contributions
- A fun, friendly and supportive environment, built on delivering life-changing projects for children and families and celebrating success.



Ready to apply?

please visit: echcharity.org/join-our-team/

Application form only

