

# Luna's Fund

'Love & Unity for Neonates And Stillborns'



## Job Description – Service Delivery Coordinator

Grade G1 – £13.69 per hour (rising to £14.66 per hour at Grade G6)

Part-time: 12 hours per week (rising to 18 hours with increasing workload after successful 3 month probationary period)

The role and activities are likely to change over time as the charity expands

Attach CV and Covering Letter detailing why you would be the best person for this role

Apply via email: lunasfund@outlook.com

Closing Date: Sunday 25th February 2024

Interview Date: To be confirmed with candidate

Start Date: As soon as possible

### Primary Purpose

- To sensitively and compassionately deliver outstanding service provision to our beneficiaries

### Secondary Purpose

- To effectively support the CEO in administering the Charitable Objects
- To collaboratively support the Fundraising Coordinator with shared projects and events

### Primary Activities

- To manage enquiries for our services from potential beneficiaries
- To coordinate bespoke support services for approved beneficiaries, including:
  - Baby Loss – Relaxing getaway breaks, nursery redecoration, food shopping deliveries via local supermarkets using click+collect and giftpacks
  - Pregnancy After Loss – Private antenatal scans, and giftpacks
- To nurture and offer compassionate family support via:
  - Confidential messaging service, birthday cards, online support groups
  - Orchestrate a wholesome yearly Families Day event for all beneficiaries; focusing on connection and friendship-forming between bereaved families, including parents, siblings and grandparents
- Hospital liaison to support our aim of bridging the gap between parents and professionals which will include advocating for parents, seeking feedback, hosting hospital tours for parents gaining closure and for rainbow parents preparing for their birth
- Collaborate with the Fundraising Coordinator to organise and execute Baby Loss Awareness Week
- Database entry, upkeep, reporting and recording of information with 100% accuracy
- To elicit and record feedback, identifying any issues or shortfalls in service provision and making recommendations for improvement
- Representing the Charity at conferences and encapsulating the ethos of Luna's Fund through networking and delivering presentations



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## Secondary Activities

- To manage enquiries from supporters, sponsors, donors and the general public and to provide information in line with the Charity's policies, procedures, values and ethos
- To manage the office, including records (online and hard copy), stock, stationery, equipment and general housekeeping
- To contribute to the finance process
- To assist in managing the charity's website, social media channels, email marketing, content creation and wider online presence
- To assist in preparations for and delivery of promotional events and activities
- Engage in creative sessions, goal planning, new projects, awareness campaigns and projects

## General Activities

- To engage in performance reviews and to undertake agreed training
- To adhere to legislation and the charity's policies and procedures
- To uphold and promote the charity's values and ethos
- To contribute to achieving the charity's vision
- To maintain confidentiality and record information in line with data protection legislation

## Person Specification

- Emotionally intelligent, with a balanced blend of compassion, resilience and positivity
- Understanding of the emotional turmoil and distress baby loss brings
- Effective communicator through conversations and written correspondence with attention to detail
- Well-organised and able to prioritise workload to maximise the impact for beneficiaries
- Numerically articulate and confident using spreadsheets and other electronic systems
- Team focussed, personally driven and comfortable working unsupervised
- Discrete and protective of sensitive information
- Must hold a full UK driving licence and be a competent driver

## Benefits

- Complimentary professional clinical supervision sessions (timeframe to be agreed)
- Mileage payments for event travel
- Relaxed working environment
- Opportunity to work flexibly between home and office
- Pro-rata 28 days holiday pay

