



LauraLynn
IRELAND'S CHILDREN'S HOSPICE

PERSON SPECIFICATION

&

JOB DESCRIPTION

- Family Events Co-ordinator -

LAURALYNN

LauraLynn, Ireland's Children's Hospice was formed in 2011 following the merging of the long standing Children's Sunshine Home and the LauraLynn Foundation, and now comprises LauraLynn Hospice Service and The Children's Sunshine Home Disability Services. Our Disability Services are based on our campus in Leopardstown, Dublin 18 and our Hospice Services operate from our campus in Dublin and our community teams in Dublin, Mallow Cork, and Ballinasloe Galway.

LauraLynn Hospice provides specialist palliative and supportive care services to meet the needs of children with life limiting conditions and their families. Our Model of Care is centred around five pillars - direct care, family support, symptom management, end of life care and bereavement support.

Our Disability Services comprises Willow View – a residential care service that is home to six adults with intellectual disabilities and Hazel House - a respite service for children with complex intellectual and physical disabilities.

While our disability services are funded by the Health Services Executive (HSE) our hospice service is mainly funded through fundraised income and private donations, supplemented with some statutory funding.

VISION

Children and their families have the care and support they need at all stages of their journey.

MISSION

To take a leading role in improving the quality of life of those in our care, by delivering specialist care and support that is accessible and equitable.

Our mission will be underpinned by Advocacy, Research and Education and will be achieved through collaboration with our healthcare colleagues, statutory bodies, donors and funders, and the children and families in our care.

VALUES

- Compassion
- Collaboration
- Excellence

Benefits

- Strong sense of purpose and meaning
- Flexible working options
- Learning & development opportunities
- Pension Scheme
- Comprehensive induction programme
- Extensive in-house person-centred training programme for nursing, clinical and care staff
- Generous annual leave
- Active wellbeing supports including an inhouse occupational health service and a free 24/7/365 employee assistance programme (EAP) for staff and their immediate family members
- Subsidised canteen
- Free car parking
- VHI group scheme
- Membership to HSSU Credit Union
- Bike to work scheme

PERSON SPECIFICATION

JOB TITLE:	FAMILY EVENTS CO-ORDINATOR
GRADE:	VI
DEPARTMENT:	OPERATIONS
REPORT TO:	HEAD OF OPERATIONS

FACTOR	ESSENTIAL	DESIRABLE
EDUCATION & EXPERIENCE	<ul style="list-style-type: none"> • Minimum level 6 or equivalent qualification in one of the following: event management, project management or equivalent. • A minimum 3 years continuous experience in a similar role with demonstrable experience in event management and/or project management. • Experience in coordinating the delivery of a variety of events and activities concurrently. • Experience of managing suppliers, budget management and working across departmental functions. • Experience of person-centred event or service design and/or delivery. • Experience of leading/working in cross functional teams. 	<ul style="list-style-type: none"> • Experience of working in a charity/voluntary organisation. • Experience of working in a children's healthcare setting. • Experience of working with families or in a client care related environment. • Experience of implementing a system to monitor outputs and outcomes and the delivery of activities reports. • Experience of working with or managing volunteers.
SKILLS/ABILITIES	<ul style="list-style-type: none"> • Strong planning and administration skills including budget management. • An innovative thinker with ability to make decisions. • Ability to maintain accurate records of attendance, feedback and other relevant data related to family experiences and events using electronic systems (e.g. SharePoint, EXCEL, Electronic Health Records). • Excellent communication and interpersonal skills and the ability to build and maintain relationships with colleagues, event stakeholders, partners and suppliers. • Ability to prioritise tasks and use own initiative in managing the workload. • Self-motivated, confident, energetic, fun loving and creative. • Ability and willingness to be a positive, contributing and adaptable member of the team at all times. 	<ul style="list-style-type: none"> • Ability to research and clearly document information. • Ability to clearly communicate and engage with families and event stakeholders. • Ability to undertake risk assessments.

	<ul style="list-style-type: none"> • Ability to maintain strict confidentiality. • Ability to undertake some travel as part of this role - Full clean driving licence. 	
KNOWLEDGE & UNDERSTANDING	<ul style="list-style-type: none"> • Excellent knowledge of Microsoft 365 including Word, Excel and PowerPoint. • Working knowledge of remote working platforms such as MS Teams and Zoom. • A track record of demonstrating caring and empathetic qualities. • Understanding of new trends in event planning and delivery. 	<ul style="list-style-type: none"> • Understanding of Children's Palliative Care. • A good understanding of the health and social care sector. • Knowledge of relevant H&S and charity legislation.
VALUES & BEHAVIOUR	<ul style="list-style-type: none"> • Must possess the LauraLynn values of compassion, collaboration and excellence and demonstrate these in the course of their employment. • Be a LauraLynn ambassador at all times, in and out of work by representing the organisation in a positive and professional manner. • Support and collaborate with marketing, communication and fundraising teams to raise awareness of the services that LauraLynn provide. 	

Compassion, Collaboration, Excellence

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SUMMARY

LauraLynn is seeking to recruit a Family Events Co-ordinator who will be part of the Operations Team and report directly to the Head of Operations.

The ideal candidate will have a genuine interest in supporting families facing challenging circumstances and possess excellent organisational and interpersonal skills.

The Family Events Co-ordinator will be responsible for planning, coordinating and executing a variety of events and activities and managing associated administrative systems, geared towards supporting families, creating lasting memories and fostering a sense of community within LauraLynn Hospice Services nationally.

The role will work closely with other members of the Hospice Management Team, Family Support Team, Nursing Team, Operations Team and Marketing & Communications Team, in enhancing the family experience of LauraLynn events.

The duties of the position will vary and will require an ability to prioritise tasks, collaborate closely with colleagues and peers and to use own initiative in managing the workload. Some reasonable out of hours work and travel to LauraLynn regional sites and events will be required. Hybrid working is an option for this role with a minimum three days working onsite; flexibility will be required, relevant to demands of the role.

DUTIES AND RESPONSIBILITIES

The duties of the Family Events Co-ordinator include:

Events:

- Develop and implement a comprehensive strategy and calendar of family events, in collaborations with the Hospice Management team, aimed at enhancing the overall experience of families utilising LauraLynn Hospice services across Ireland.
- Coordinate family events for children, young people and their families, including those who are bereaved in collaboration with Hospice Management Team, Family Support Team, Nursing Team and Operations Team, as well as members of the Marketing & Communications, Fundraising and Volunteer Co-ordinator/Teams. These events include (but are not limited to) Family Camps, Light up LauraLynn, LauraLynn Oscars, LauraLynn at the Abbey, Family Fundays, Children's Hospice Week, Annual Memorial

Service, Bereavement support events, Christmas gifting, Coffee Mornings, etc; both from our Dublin campus as well as regional events with support from our teams in Mallow and Ballinasloe.

- In conjunction with the Quality, Risk and Safety department, undertake risk assessments for each event and present potential risks to Hospice Management Team.
- Develop a system for and lead on evaluations of events including family feedback to inform future events.
- Coordinate and lead event project meetings, providing monthly/board reports and internal communications as required.
- Undertake some travel and out of hours work as part of this role; this includes travelling to events and/or LauraLynn regional offices as and when the need arises.
- This role will require working outside standard working hours i.e. will require working evenings and weekends if and when the need arises.

Resource Management:

- In collaboration with the Hospice Management Team and other colleagues as required, oversee the event management requirements including budgeting, database management, managing post, monitoring event emails, handling phone queries, etc.
- Develop and maintain relationships with local businesses, organisations, and community groups to secure donations, sponsorships, and in-kind support for events and activities.
- Maintain department procurement records and databases (e.g. suppliers, advocates, etc.)
- Attend and contribute to department and other meetings as required.

Communication and Record Keeping:

- Maintain accurate records of attendance, feedback, and other relevant data related to family events using electronic systems (e.g. SharePoint, EXCEL, Electronic Health Records).
- Manage correspondence with families about upcoming family events and respond to queries.
- Collate feedback reports on families' experience of events, including recommendations for improving events as well as developing new experiences.
- Ensure effective communications about family events, through Family Newsletters, Staff Newsletters and organisation wide communications.

The postholder will be required to undertake other such duties as might be reasonably assigned from time to time in consultation with line manager.

FLEXIBLE WORKING

LauraLynn offers flexible working options to staff depending on the role and needs of the service and in line with the Flexible Working policy. Staff wishing to apply for flexible working should discuss their request with

their manager in the first instance. Our policy can be accessed at the following link: [Flexible Working Policy.pdf \(lauralynn.ie\)](#).

PROFESSIONAL DEVELOPMENT AND MANDATORY TRAINING

Maintaining the necessary skills and knowledge is important in this role. This being the case the postholder must ensure their continuous development including abiding by any professional code of practice or ethical code applicable to the role. It is also incumbent on the postholder to ensure all mandatory training deemed necessary is up to date.

HEALTH AND SAFETY

In respect of Health and Safety these duties must be performed in accordance with LauraLynn's health and safety policy. In carrying out these duties the employee must ensure that effective safety procedures are in place to comply with the Health, Safety and Welfare at Work Act. Staff must carry out their duties in a safe and responsible manner in line with LauraLynn policy as set out in the safety statement, which must be read and complied with.

QUALITY, RISK AND SAFETY RESPONSIBILITIES

It is the responsibility of all staff to:

- Participate and cooperate with legislative and regulatory requirements with regard to Quality, Risk and Safety.
- Participate and cooperate with LauraLynn quality, risk and safety initiatives as required.
- Participate and cooperate with internal and external evaluations of the organisation's structures, services and processes as required, including but not limited to, the national hygiene audit, national decontamination audit, health and safety audits and other audits specified by the HSE or other regulatory authorities.
- To initiate, support and implement quality improvement initiatives in their area which are in keeping with LauraLynn quality, risk and safety requirements.
- Maintain a clean and healthy environment for our service users, families, visitors and staff.
- Maintain a high standard of hygiene including personal hygiene as part of their role within the organisation.
- Attend infection control training yearly.

FLEXIBILITY:

This post requires a high level of flexibility to ensure the delivery of an effective and efficient service. Therefore the post holder will be required to demonstrate flexibility on occasion as and when required by their manager.

DIGNITY AND WELFARE OF SERVICE USERS:

As a health care provider all staff are expected to behave towards service users and their families in a caring, professional and responsible manner. In line with the Trust in Care policy it is the duty and responsibility of all employees of LauraLynn, including this post holder, to report any concerns for the safety and welfare of service users to their line manager or head of department or to the Designated Liaison Person, which applicable.

DIGNITY AT WORK:

All members of staff at LauraLynn have a right to be treated with dignity and respect and to work in a safe environment which is free from all forms of bullying, sexual harassment and harassment. Thus, all staff, including this post holder, have a responsibility to help maintain such a working environment. All employees must comply with the national/LauraLynn Dignity at Work policy and ensure that their behaviour does not cause offence to fellow workers or any person with whom they come into contact during the course of their work.

CONFIDENTIALITY:

In the course of his/her employment, the person appointed may have access to or hear information concerning the medical or personal affairs of service users or staff or other health service business. Such records or information are strictly confidential and unless acting on instructions of an authorised officer on no account must information be divulged or discussed except in the performance of normal duty. In addition records must never be left in such a manner that unauthorised persons can obtain access to them and must be kept in safe custody/destroyed in accordance with policy when no longer required.

DRESS CODE / UNIFORM:

Attire and personal appearance must, at all times, conform to a standard LauraLynn considers appropriate. Staff attached to certain departments may be required to wear a uniform or other protective clothing. Where applicable any such requirements as detailed by the immediate supervisor must be adhered to at all times.

QUALITY:

To ensure the provision of the highest possible quality of service to our service users, all employees at LauraLynn have a responsibility to ensure adherence to and participation in internal and external quality control and assurance programmes on an ongoing basis.

Note: This job description is an outline of current broad areas of responsibility and accountability and should not be regarded as a comprehensive listing. As the role develops in the organisation this job description may be reviewed in light of possible new structures and/or changing needs of the organisation.

TERMS AND CONDITIONS

TENURE:

This is a permanent contract of employment.

REMUNERATION:

Grade VI scale - €55,093 – 67,308 as of 1st June 2024.

Please note that whilst this position is not HSE/public funded the salary is aligned to the national HSE payscales.

Payment is made on a monthly basis (last Thursday) by credit transfer.

HOURS:

35 hours per week, exclusive of unpaid rest breaks. Hybrid working arrangements are available at LauraLynn.

This being the case consideration will be given to applying suitable working arrangements where appropriate.

ANNUAL LEAVE:

28 days/196 working hours per annum.

PENSION SCHEME:

Membership of superannuation (pension) scheme is compulsory. Superannuation contributions at the appropriate rate will be payable in accordance with the provisions of the determined pension scheme. Further information will be issued upon appointment to the role.

RETIREMENT AGE:

Retirement age will be determined by the superannuation scheme a new employee is aligned to. Further information will be issued upon appointment to the role.

HEALTH:

A candidate for and any person holding the office must be fully competent and capable of undertaking the duties attached to the office and be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.

GARDA VETTING:

Arrangements have been introduced, on a national level, for the provision of Garda Clearance in respect of candidates for employment in areas of the Health Services, where it is envisaged that potential employees would have substantial access to children or vulnerable individuals. The successful candidate will be required to complete a Garda Vetting form prior to starting with LauraLynn.