

JOB TITLE: **Families and Outreach Coordinator** (Families and Patients, all ages 0-25)

HOURS OF WORK: 24 or 32 hours per week £27,500 FTE – Actual Salary = 24h £16,500 PA / 32h £22,000

PLACE OF WORK: ECHO charity Office, 1 Royal Street, London SE1 7LL, Office & hospital-based Evelina London Children's Hospital, with some community

Days of Work: Mandatory Monday team day & Thursday will be an 8 pm finish.

Actual days/hours to be agreed.

RESPONSIBLE TO: People and Impact Lead

TYPE OF CONTRACT: 2 years

BENEFITS INCLUDE 25 days annual leave (pro rata) increasing to 28 in service, winter shopping day off, workplace pension & flexible working

Families and Outreach Coordinator

ECHO's Outreach Coordinator will provide support to families of children and young people aged 0-25 affected by CHD (Congenital Heart Disease) and patients.

This role will have around 20% of time to focus on finding out the needs of 18-25 patients, parents, and siblings, and developing support and information for them.

We are an independent charity who support families treated by the Evelina, London & Royal Brompton, and Harefield hospital networks, and the CHD network of 47 local hospitals, and are based close to the Evelina London Children's Hospital.

Can you... work in a hospital environment, on the phone, and online; plan visits or events such as a zoo trip or a party; support children, young people, and families through diagnosis, treatment, care, and, at times, the loss of a child; and provide needs-led emotional, social, and practical support to children with heart conditions, their siblings, parents, and carers?

Can you also research the needs of 18-25-year-olds, develop peer support and programmes for them, and deliver this on a small budget with patient and carer input throughout?

This role provides high-quality emotional, social, and practical support to children with heart conditions, their siblings, parents, and carers, from birth to 25 years. You will deliver 1-to-1 outreach in the hospital and the community, lead play and wellbeing activities, and maintain a visiting programme across children's departments, including PICU, Cardiac, and NICU. 20% of your focus is supporting young people aged 18-25, identifying their needs, assessing numbers, and developing peer support programmes. The role also involves creating resources and accurate information for families, offering guidance for those facing bereavement or loss, promoting wellbeing across hospitals and networks, planning events, contributing to closed social media groups, maintaining records, and capturing impact through case studies and testimonials.

You will embrace our database, AI, and tools that can support families and our small charity to make a bigger impact.

You will have experience of working in emotionally demanding situations, be dedicated to supporting people, and be able to guide families through the impact of medical diagnosis, treatment, and bereavement with compassion and understanding.

hello@echo-uk.org | www.echo-uk.org | [f](https://www.facebook.com/echocharity) [i](https://www.instagram.com/echocharity) [@echoukcharity](https://www.tiktok.com/@echocharity)

Patrons: Dr Owen I Miller FRACP FCSANZ FRCPCH, Professor Shakeel A Qureshi MB ChB, FRCP, Ulrika Jonsson, Phil Gallagher

Registered address: Canterbury House, 1 Royal Street, London SE1 7LL

Evelina Children's Heart Organisation Ltd is a registered charity, no: 1146494
Registered as a company limited by guarantee in England and Wales, No.7867592



Connecting the Children's Heart Community

Support

- Provide a safe space for families, in person, online, and on the phone
- Provide support to children, young people, and parents/carers affected by CHD from diagnosis to adult
- Research the support needs of younger adults, from 18 – 25 years across the CHD community, including patients, siblings/young carers, and parents/carers.
Ensure EDI is a primary focus for ECHO – help us ensure everyone can access our services
- Be there from diagnosis throughout childhood – work with our Youth Worker & Families and Volunteer Coordinator to ensure our families are supported
- Create ways to utilise the ECHO database to understand our own memberships
- Provide information and support to families of children with heart conditions and those with additional needs
- Review and upgrade information for families, build strong relationships with referrers by attending meetings, providing talks and outreach across the network hospitals, delivering paediatric Cardiology services via Evelina London and the Royal Brompton
- Seek to offer support services to families treated locally in network hospitals – Annual mail out & visit
- Represent families throughout the community and consider the varied needs of ECHO members and how they might be included in our service offering
- Research what do young parents under 25 need, what about the needs of patients who are 18-25
- Provide fun sessions to children, young people and families
- Bringing like-minded people together, our events are a vital part of your work- some will be out of hours

Other

- Embrace monitoring and impact reports, safeguarding, database entry and usage
- Find smarter ways to work with volunteers
- Provide budgets and plans for activities, risk assessments, and our small team culture
- Attend networking opportunities, embrace training, development, and well-being support for you.
- Social media content design & AI integration into role
- Microsoft Office & WordPress to update information on our website
- Support families' fundraising
- Attend events and meetings. Get messy with activities - 1:1 and group. Lone and team working in the ECHO office and community
- Make families and volunteer's smile
- Build relationships with professionals
- Quarterly report to CEO/Board
- You may also be required to participate in, attend or help to organise conferences and events to promote ECHO & our community.

- ***Stop what you are doing, provide a cuppa and a listening ear to someone in need***

Apply: <https://www.charityjob.co.uk/jobs/echo/families-and-outreach-coordinator/1067315?tsld=36>

Please use the link above to send us your CV and a Cover letter that demonstrates you meet the above criteria.

Closing date: 2nd June.

Discuss the post with Vashti MacDonald-Clink, People and Impact Lead: 07938 500 122

The first interview will be held online the week beginning: 8th June

With an in-person interview for shortlisted candidates at the ECHO office on 15th June.

This role will need DBS, two references, and an honorary contract with the NHS

ECHO is an equal opportunities employer and welcomes applications from everyone

hello@echo-uk.org | www.echo-uk.org | [f](#) [t](#) [i](#) [@echoukcharity](#)

Patrons: Dr Owen I Miller FRACP FCSANZ FRCPCH, Professor Shakeel A Qureshi MB ChB, FRCP, Ulrika Jonsson, Phil Gallagher

Registered address: Canterbury House, 1 Royal Street, London SE1 7LL

Evelina Children's Heart Organisation Ltd is a registered charity, no: 1146494
Registered as a company limited by guarantee in England and Wales, No.7867592

Education, Qualifications & Training	
Essential	Desirable
Excellent written and verbal communication skills	GCSE English or Equivalent Safeguarding Training Qualification in health, social care, Play, education, youth work, or a related field Professional qualification in counselling, youth work, or family support
Knowledge, Skills, Ability and Experience	
Essential	Desirable
Professional experience of working or volunteering with children and families Demonstrable skills supporting families through trauma, challenges, or grief. Examples of you providing hands-on programmes to support children, young people, or families in a youth, education, or healthcare environment. Safeguarding experience Delivering support in an emotional environment Administration guru with IT experience and ability to work hard under pressure while maintaining excellent records.	Experience working in a hospital or care setting Experience of working or volunteering for a small charity Knowledge of using social media and online platforms for engagement Developing peer-to-peer support services Knowledge of 18–25-year-old support needs GDPR & Data Protection knowledge CHD and Cardiac healthcare knowledge
Attitude and behaviours	
Essential	Desirable
Compassionate , empathetic, and approachable Practical , hands-on, and flexible ("roll your sleeves" approach) Collaborative , but able to work independently Resilient and sensitive in emotionally demanding situations Inclusive , professional, and positive Creative , proactive, and committed to learning Excellent team player with a proactive, flexible approach Willingness and ability to work occasional unsociable hours when required Compassionate and empathetic to the needs of ECHO members Committed to helping others Reliable , turns up for work	Experience supporting families through serious illness, bereavement, or complex needs Experience developing peer support programmes or activities for 18–25-year-olds Knowledge of congenital heart disease (CHD) in children or adults Experience with social media, online communities, and database management

You will join our small, dedicated team, taking a roll-your-sleeves-up approach, working practically and collaboratively, and bringing care, creativity, and commitment to supporting children, young people, families and the wider ECHO community.

hello@echo-uk.org | www.echo-uk.org | [f](https://www.facebook.com/echo.uk) [i](https://www.instagram.com/echo.uk) [@echocharity](https://www.tiktok.com/@echocharity)

Patrons: Dr Owen I Miller FRACP FCSANZ FRCPCH, Professor Shakeel A Qureshi MB ChB, FRCP, Ulrika Jonsson, Phil Gallagher

Registered address: Canterbury House, 1 Royal Street, London SE1 7LL

Evelina Children's Heart Organisation Ltd is a registered charity, no: 1146494
Registered as a company limited by guarantee in England and Wales, No.7867592