



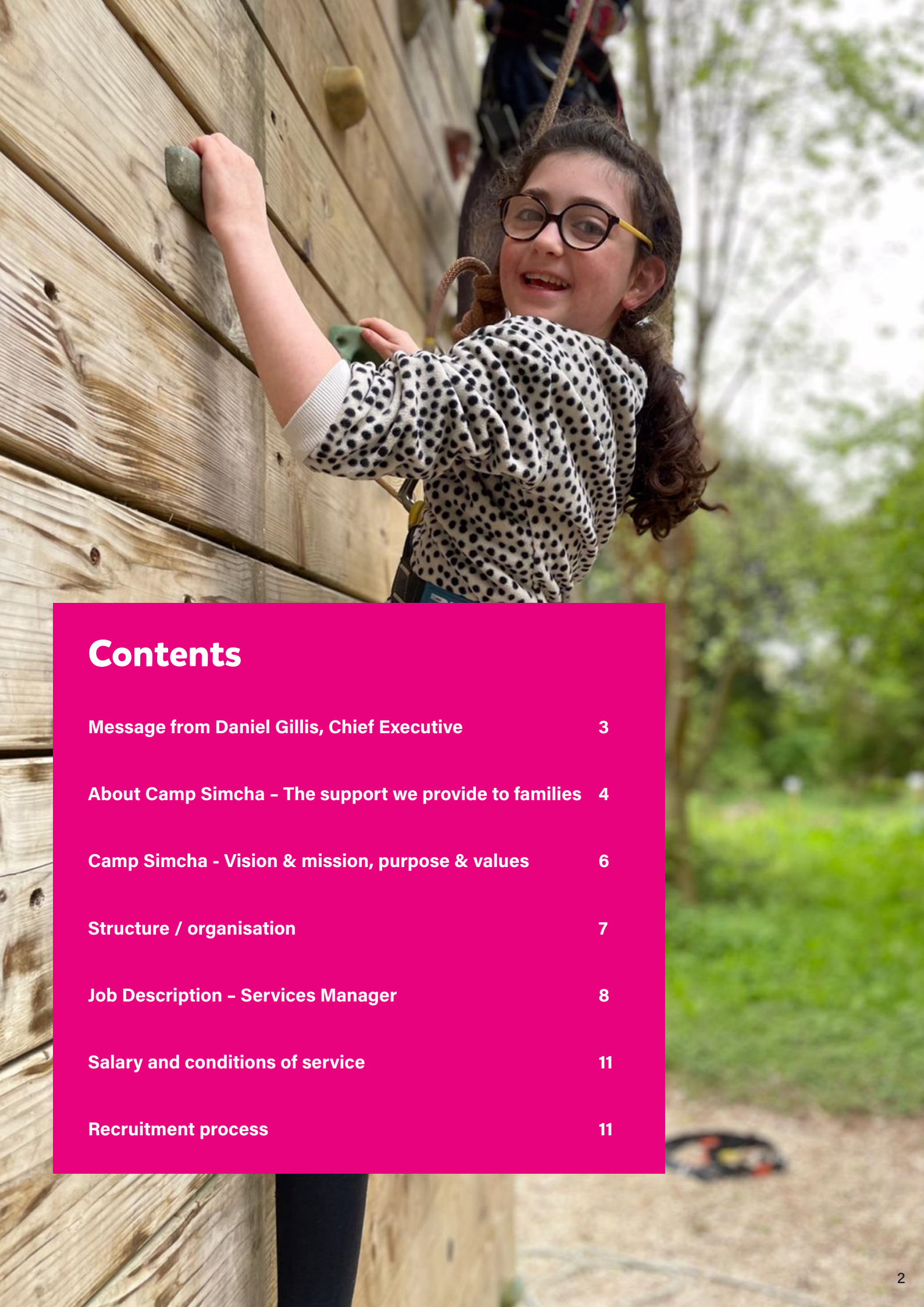
**MAKING A
DIFFERENCE
FOR SERIOUSLY
ILL CHILDREN**

Camp Simcha Services Manager



Candidate brief





Contents

Message from Daniel Gillis, Chief Executive	3
About Camp Simcha - The support we provide to families	4
Camp Simcha - Vision & mission, purpose & values	6
Structure / organisation	7
Job Description - Services Manager	8
Salary and conditions of service	11
Recruitment process	11

MESSAGE FROM DANIEL GILLIS, CHIEF EXECUTIVE



Dear Candidate

Thank you for demonstrating your interest in the position of Services Manager.

Camp Simcha provides vital practical, therapeutic and emotional support to seriously ill children and their families in the UK Jewish community. Our mission is to ensure that no Jewish family, anywhere in the UK, with a child affected by serious illness should have to suffer without our support.

Annually, we support over 1,500 Jewish family members with children suffering from a range of over 50 serious, life-threatening or chronic medical conditions, premature babies and those affected by acute physical trauma. Our practical and therapeutic services and powerful positive experiences aim to lessen families' daily burdens and improve their emotional wellbeing, so that they can cope better with the distress, anxiety and upheaval of receiving a serious diagnosis. All of the support we offer is free of charge and is accessible throughout the UK, regardless of Jewish affiliation or observance. In addition, our hospital programme reaches c.12,000 sick children of all faiths and none, in over 120 children's wards across London and Manchester.

Camp Simcha is a truly special charity and I feel sure that the right candidate will find this to be a hugely fulfilling role.

Warm regards

A handwritten signature in black ink that reads "Daniel Gillis".

Daniel Gillis
Chief Executive

ABOUT CAMP SIMCHA

THE SUPPORT WE PROVIDE TO FAMILIES



We support children with over 50 different medical conditions, which fall into 6 key areas:

- **Life-threatening illnesses** like cancer, brain tumours and Tay Sachs
- **Life-limiting illnesses** like muscular dystrophy and cystic fibrosis
- **Chronic medical conditions** like Crohn's disease and Type 1 diabetes
- **Premature or ill babies**, often this is a short term support service to get them through the first few months
- **Serious mental health conditions** like eating disorders and severe anxiety or depression
- **Acute trauma** from accidents and short-term illness such as meningitis



PRACTICAL SUPPORT

Family liaison officers (FLO): Each family's dedicated support worker is available 24/7, offering emotional support and arranging a bespoke package of care.

Crisis food support: A hot meal delivered to a family in the throes of a health crisis can make a huge difference.

Hospital transport: We offer a 24/7 transport service to help reduce the stress of getting a sick child to hospital.

Home based respite care: Short-term respite delivered by qualified carers when parents urgently need a break.

Premature and sick babies project: Tailored support for families with a premature or seriously ill baby.

THERAPEUTIC SUPPORT

Home based therapeutic arts: 1:1 sessions enabling ill children and their siblings to creatively express their emotions.

Formal counselling: For parents and older siblings struggling to cope emotionally with their situation.

Parent peer support: Opportunities for parents to gain strength from others facing similar challenges through social and therapeutic events.

Animal assisted therapy: Home visits of specially trained dogs to bring comfort to a sick child or siblings, and our equine therapy programme.



POWERFUL POSITIVE EXPERIENCES

Big Brother & Big Sister volunteers: Volunteers who spend 1:1 time with the children, visiting weekly and taking them on outings and Camp Simcha events.

Sibling support: Events and activities for siblings, the forgotten sufferers.

Keshet summer scheme: A programme of uplifting outings and activities for seriously ill children allowing their parents invaluable respite.

Children's residential retreat (UK): A chance for ill children to spend four days away making memories with their peers, with all their medical needs catered for, providing vital respite to parents.

Family retreat: A few days of restorative fun and relaxation for the whole family, enjoying amazing activities and time with others who share their burden.

Parties and outings: Theme park trips, concerts and Camp Simcha parties bring joy to suffering children.



CAMP SIMCHA

VISION & MISSION

PURPOSE & VALUES

Our Vision and Mission, Purpose and Values are ingrained in our culture and play an intrinsic role in our strategic focus and decision-making.

VISION & MISSION

- Our Vision is that no Jewish family, anywhere in the UK, with a child affected by serious illness should have to suffer without our support.
- Our Mission is to provide bespoke, unconditional, practical and emotional support to Jewish families where there is serious childhood illness. We bring hope and joy by providing powerful, positive experiences.

PURPOSE

WE BRING JOY & HOPE TO FAMILIES

WE BUILD A FAMILY FEELING

WE PROVIDE INDIVIDUALLY TAILORED SUPPORT

VALUES

- We are family-focused
- We are loving
- We are intuitive
- We are collaborative
- We are positively Jewish
- We are dependable



STRUCTURE/ORGANISATION:

THE TEAM

There is a real sense of family amongst the staff team – warm, yet professional – and many of our team are long-standing members of staff.

SENIOR MANAGEMENT TEAM

Chief Executive – Daniel Gillis

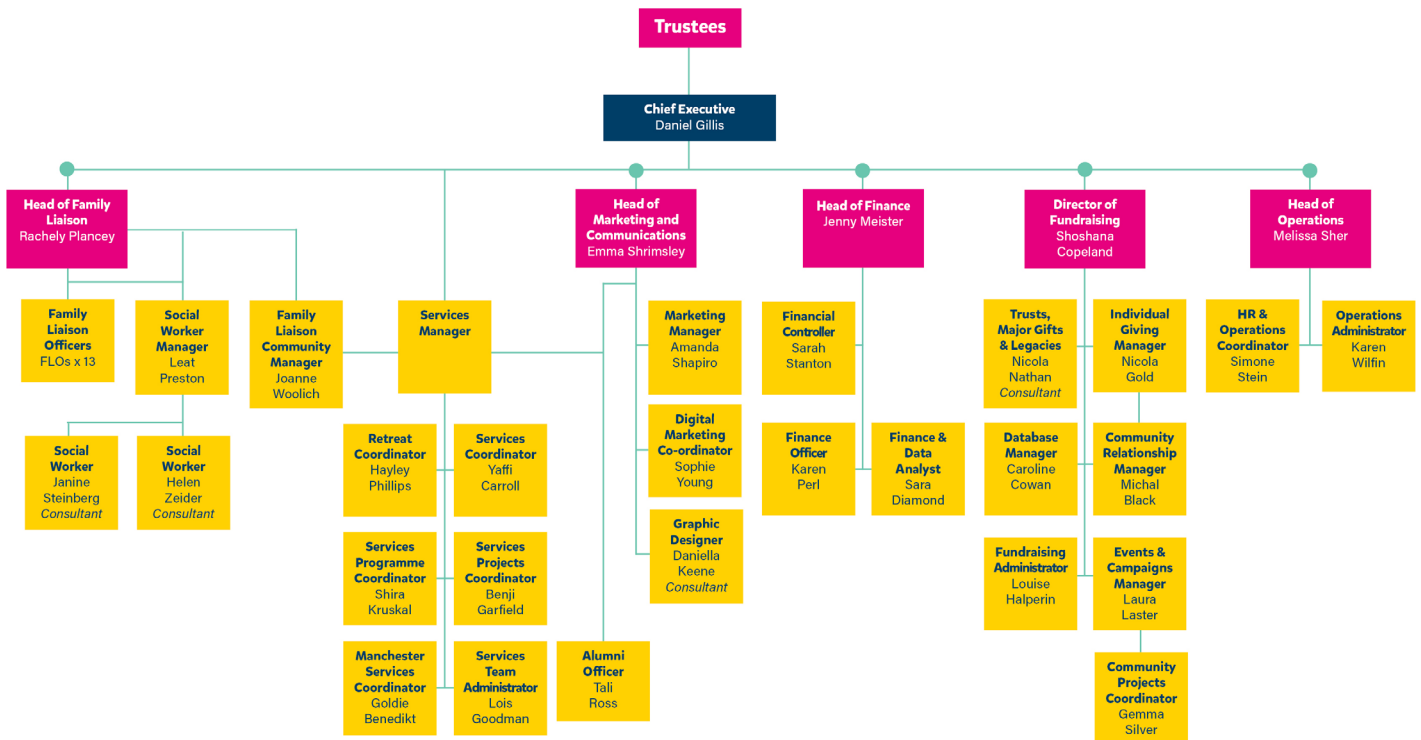
Head of Family Liaison – Rachely Plancey

Head of Operations – Melissa Sher

Head of Finance – Jenny Meister

Head of Marketing and Communications – Emma Shrimpsley

Director of Fundraising – Shoshana Copeland



JOB DESCRIPTION

SERVICES MANAGER

CAMP SIMCHA



OVERVIEW OF THE ROLE

The services manager will line manage a close-knit, existing team of seven and co-manage our alumni officer and family liaison community manager ensuring the successful delivery of the diverse range of service provisions offered to families. The post holder will support the team in managing and coordinating the array of projects and services undertaken within the department, input into the strategic development of the department, oversee the budget and procurement of the services team.

The manager will work closely and collaborate with other departments, particularly the chief executive to ensure successful service planning, delivery of high-quality services, budget management, staff supervision, performance management and impact monitoring. Oversight of the management and training of volunteers will also be a key area within this role.

The services manager will enjoy a fast-paced, busy and creative environment, optimising opportunities to improve Camp Simcha's service offering. Key to the role is the ability to be "client-facing" and work with members of the community across the spectrum of Jewish observance.

KEY RESPONSIBILITIES:

- Efficient management of day-to-day service provision and running of the department**
 - Efficiently and professionally manage all service-related projects and deliveries across the organisation.
 - Assign all administrative tasks and ensure they are completed on time and professionally by members of the service department.
 - Coordinate supervision meetings for all FLOs with the head of family liaison.
 - Ensure the services database is accurate, up to date, and continuously developing, including accurate recordkeeping and administration of all beneficiaries and volunteers.
 - Work with the operations team jointly ensuring all compliance-related policies and processes relating to the delivery and coordination of services are in place. Ensure that all associated activities are conducted in accordance with organisational policies and processes, with a key focus on safeguarding.

- Monitor and evaluate the impact of services on our beneficiaries' lives.
- Work with the chief executive to foster collaboration with other charities, building and nurturing relationships.
- Collaborate with departments like marketing and fundraising as needed.
- Collaborate with departments to ensure cohesive service delivery.
- Lead on safeguarding management including regular updates of the Safeguarding Log.

2. Line management of the services department

- To lead, support and supervise the services team overseeing each team member's remit within the team.
- Continue strong budgetary management across the department.
- Conduct performance management appraisals.
- Oversee general training and staff development initiatives within the team.
- To include the views and ideas of the team when solving problems and making improvements to our services or internal processes.

3. Programme and volunteer management

- Oversee the team in developing and implementing programmes for both families and volunteers.
- Evaluate all programmes to ensure they meet their objectives and implement improvements where necessary.
- Work with the operations team to ensure all compliance measures are met including risk assessment oversight, DBS checking and policy reviews.

4. Budget management

- Manage the overall services budget working closely with the finance team.
- Adhere to strict budgetary control of direct costs, analysing spend and fostering a culture of responsible procurement.
- Ensure effective use and maintenance of the services database to support statistics and analysis.

PERSON SPECIFICATION

Attributes and qualities

- Demonstratable leadership skills
- Inclusive approach, bringing colleagues and others with you
- Able to apply the principles of safeguarding in practice
- Understands the Jewish community and current provisions for families in the community and beyond
- Able to comfortably work across all sectors of the Jewish community including experience working with the ultra-orthodox communities
- Friendly and approachable with the ability to inspire and motivate others
- Embracing new opportunities with positivity and with an unbiased approach
- An excellent communicator with exceptional interpersonal skills – warm, caring and compassionate
- Able to keep information private and confidential
- Able to work calmly and competently under pressure

Skills and experience

- At least 3 years previous experience within a charity
- Experience as a manager
- Experience of monitoring and evaluating service delivery
- Experience of using databases (preferably Salesforce)
- Experience working with the Microsoft Office suite
- Flexible and able to adapt to additional responsibilities and duties within the role
- Able to work independently and take initiative, as well as working well as part of a team
- Able to sensitively manage difficult conversations
- Skilled in succinct report writing with excellent literacy skills and attention to detail
- Proven ability to analyse complex problems and develop solutions
- Previous budget management experience

NB this job description is provided to assist the post holder to know their principal duties. The job description is not exhaustive and may be amended from time to time in consultation with you, by or on behalf of your Line Manager without change to the level of responsibility appropriate to the grading of the post.

SALARY AND CONDITIONS OF SERVICE

Job Type

Permanent full time

Reports to

CEO

Place of Work

Camp Simcha offices (London based) with travel to services locations/events

Salary

£45k - £50k (dependant on experience)

Holiday entitlement

20 days + 8 bank holidays plus Jewish holidays (Yom Tovim only)

Full details, and terms and conditions of employment will be issued if an offer of employment is made.



RECRUITMENT PROCESS

You should make your application by email to simone@campsimcha.org.uk by sending your CV and a cover letter.

Closing date: 18th November 2024

Interviews: First round of interviews: w/c 25th November 2024



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