



**forget  
me  
not  
children's  
hospice**

# **Why work for Forget Me Not Children's Hospice?**

Your guide

Registered Charity No. 1110457



# The difference Forget Me Not makes

*"After my daughter's diagnosis, we felt totally clueless and very alone. We had to come to terms with devastating news, learn how to use various machines and other equipment, and get to grips with a totally new way of parenting. We needed help, we needed support to live NOW. And Forget Me Not gave us that. They gave us our lives back."*

*"Our son was born with severe brain damage. We were told he was unlikely to survive. Within the space of a few hours, our lives had been shattered forever. We were referred to Forget Me Not – and it was like someone had turned on a light in the dark."*

*"Without Forget Me Not, life would be much harder - for the whole family."*

*"We were really at breaking point so the hospice was a massive lifeline – somewhere our son would be safe."*

*"I call Forget Me Not my 'go to people', because it's the first place I go when I need help!"*

*"You never think you'll need a place like the hospice. But what happened to me could happen to anyone. We feel lucky that we were able to come to Russell House, to spend time with our daughter somewhere comfortable, somewhere like home."*

*"When my son stays at Forget Me Not for respite care, I can catch up on some well-needed rest without having to give medications every two hours, administer a night feed or keep the night monitor on beside my bed."*



# Thank you for your interest in joining the Forget Me Not team.

Originally created by a mum who didn't want other families to go through the same struggles she was facing getting local care and support for her son, Forget Me Not has been providing outstanding care to children with life-shortening conditions, their families and families living with the loss of their child across West Yorkshire since 2011.

We never forget how hard it can be for our families. We're always looking for ways to take a little bit of weight from their shoulders so they can enjoy life together, have fun and make magical memories that will last a lifetime.

And we are ambitious. By 2025 we aim to be recognised as a trailblazing organisation, delivering high quality, accessible and innovative services to those who need us most.

To help us get there, we need people who will bring their best - because only the best will do for our families. And people who will understand that it's only by working together that we'll continue to be a leading light in children's hospice care.



**Do you have what it takes to light up families' lives?**

**Luen Thompson, CEO**

## Our Vision

**Our vision is to deliver pioneering care through pregnancy, childhood and loss, whenever families need us, whatever their future holds.**

We will make our vision a reality by:

- offering high quality, bespoke, specialist services for mums and dads to be, babies, children, and their families, coping with life-limiting conditions and living with loss
- being inclusive, accessible and available 24/7 in our hospice, at home, in hospital and in our communities
- ensuring every penny raised and every minute gifted is focussed on the needs of the families we support.

## Our values

### Caring

We are one team and will always be kind, considerate and supportive.

### Courageous

Together we have the strength and confidence to make brave choices.

### Positive

We are passionate about making a difference and being the best we can be.

### Pioneering

We challenge the status quo to make things better for children and families.

### Genuine:

We are true to ourselves and others.



# What we do

**Forget Me Not Children's Hospice supports children with life-shortening conditions, their families and families living with loss across West Yorkshire.**

We're here for any family confronted with the news their child has a life-shortening condition, however, wherever and whenever they need us. By providing superb nursing care, hydrotherapy, creative therapy, days out, memory making, end of life care, bereavement support and counselling, Forget Me Not helps families make the most of every moment they have together.

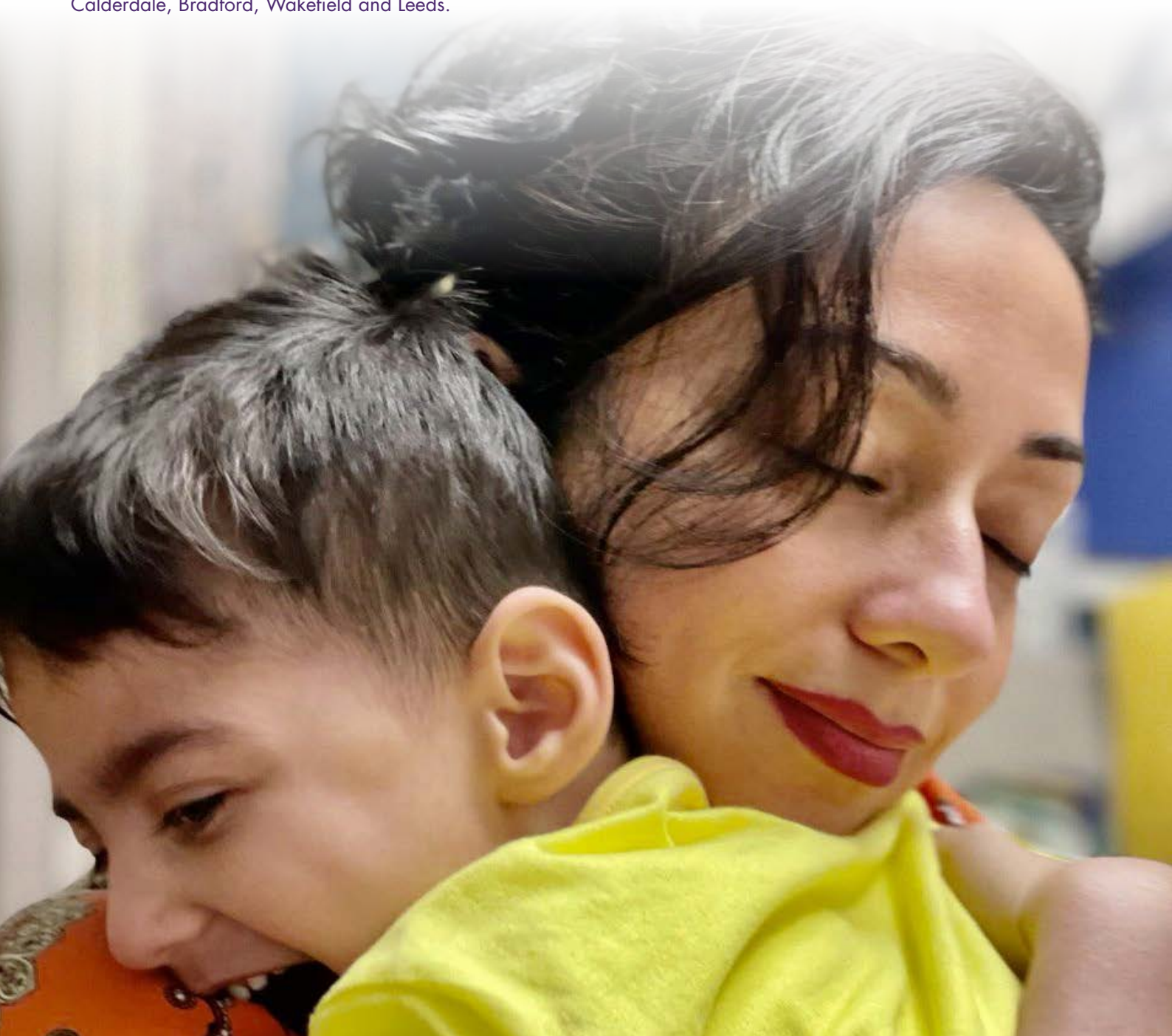
Our services include caring for families during pregnancy and birth, as well as respite and clinical care, hospice at home, family support and support for those affected by the sudden and unexpected death of a child.

We provide these services to families across Kirklees, Calderdale, Bradford, Wakefield and Leeds.

As a charity, we wouldn't be here without the support of the local community. Since 1998, when the charity was first set up, individuals, groups, businesses and organisations have been raising the funds we need to both provide essential care and to grow and develop what we do, so that more children and families get the support they need.

80p of every pound we spend goes directly in to providing care for children and families. The rest funds everything else we need to do to run our children's hospice, like fundraising and governance.

Take a look around – [our 360° tour](#) is a great way to get a feel for Russell House and the work we do here.





## Working together for families

None of our work is possible without the best team giving their best. That's why we're **#OneTeam**

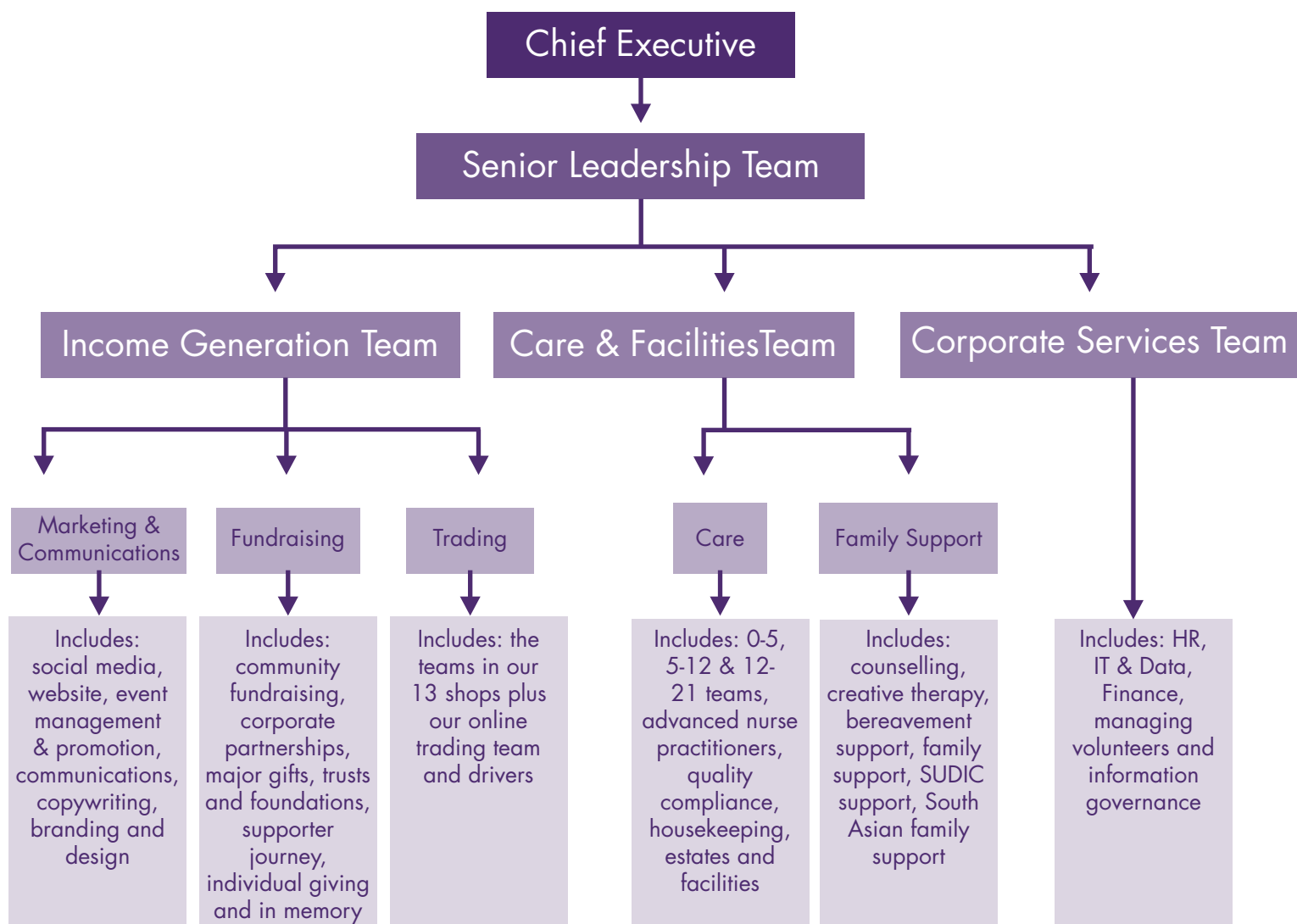
- Without our housekeepers ensuring the hospice is spotless, it wouldn't be safe for children to stay at Russell House.
- Without our fundraisers helping individuals, groups and businesses to raise money for our charity, we wouldn't exist to support children and families.
- Without our retail staff providing excellent customer service and maximising sales, our shops wouldn't generate vital income or be the face of Forget Me Not in the local community.
- Without our finance team ensuring every penny is spent in the best and most efficient way possible, funders wouldn't trust us to use their donations wisely.
- Without our care staff delivering outstanding clinical care, we wouldn't be able to provide families with the high quality support they need and deserve.
- Without our creative therapist using play, music, arts and crafts therapy, siblings might struggle to express how they feel and deal with their emotions.

These, and many more people besides, are the reason we're here, the reason we're able to provide the support families need. And the reason we feel proud to work for Forget Me Not. Join us, and you'll be just as integral and just as proud of your role in our success.

# #OneTeam



# How your role fits in



# Looking after each other

We know our work isn't easy. And that we need to be at our best to give our best. So we look after each other too. Our wide-ranging wellbeing support includes resilience workshops, occupational health services and free 24/7 access to counselling, information and advice on a range of topics from family matters, relationships, debt management and workplace issues.

## Benefits

Even more reasons to work at Forget Me Not:

- All our roles have been benchmarked against similar roles in the relevant industry and charity sector, to ensure our pay is competitive and fair
- We're working towards becoming a Real Living Wage employer
- An added value payment of 3% is available for those staff who gain additional qualifications outlined as desirable within the role description, take on additional responsibilities or have extensive additional experience
- 25 days holiday a year (pro rata for part-time roles), plus you get an extra day's holiday for every year you stay with us (to a maximum of 30 days pro rata)
- We are available to families 24/7 so our care staff receive enhancements for working evenings, weekends and bank holidays
- We support flexible and hybrid working, including working from home if your role allows
- All staff are entered into People's Pension, a simple, flexible and portable workplace pension
- We offer a generous death in service to all staff
- We have a wide range of personal and professional development opportunities tailored to your needs
- On joining Forget Me Not, you'll receive a full induction with your team and the wider organisation, as well as the training you need to get up to speed, ongoing support and personal development
- All staff can apply for a Blue Light card which offers discounts at hundreds of shops and services
- Free parking for those based at the hospice.

## Our equal opportunities recruitment pledge:

We will actively encourage and support under-represented groups to join us as employees and to take up volunteering opportunities

We will always interview you if you are an applicant with disability who meets the essential requirements of the job and we will provide adjustments to the recruitment process if required

We are committed to supporting part-time and flexible working; we will consider part-time working requests for all our roles.

# Before you start

**Because of the nature of our work, there are some key steps we need to take to protect those we support.**

If you're successful at interview, you will be required to complete a Disclosure and Barring Service (Criminal Records Bureau) Check.

You'll also be asked to sign up to our Together for Families framework. This sets out what we expect from each and every one of our team. Put simply, we expect all our staff to always work with integrity and to respect others, to ensure we are trusted by our families, our teams and our supporters.

## Why work for Forget Me Not?

Because you'll be part of a team, all giving their best for the benefit of local children and families who just can't get the support we give anywhere else.

Because you'll get to use your unique talents, skills and experience to make a real difference to those families, whatever your role.

Because you'll get the reward, recognition and appreciation you deserve for your passion, commitment and hard work.

Because you'll be empowered to be pioneering – we'll listen to your ideas and give you the space to try them out.

Because you'll be supported to do your best work and to develop your skills.

Because you'll see the impact you make on the children and families we support, every day.

Because you want to feel proud of the work you do and proud of the place where you work. Forget Me Not is that place.







## The best thing about working for Forget Me Not ...

*"the enjoyment I get from working for the charity and the difference I am making"*

*"the dedication of all staff, the incredible work we do and the children/families we support"*

*"that I'm doing what I love and what I'm good at and that work benefits children and families"*

*"working with like-minded people from a wide range of working backgrounds to work towards a common goal"*

*"the people here are amazing, friendly and genuinely care about each other and what we do"*

*"I love the freedom I have within my role"*

*"job satisfaction at the end of the day. The customer interaction and knowing that you're helping to make a difference. Absolutely brilliant and I love it"*

*"the flexibility afforded to us makes a HUGE difference to my work life balance"*

*"everybody is helpful, friendly but professional. I feel valued as a person"*

*"that I am given freedom to develop my role in a way that gives me confidence that the charity believes in my abilities and decision making"*

*"freedom to change the things you think need to change."*

# Take the next step – and prepare to make a difference

We'd prefer it if no one needed the support of a children's hospice. That no one faced or was living with the loss of their child. That no one felt exhausted, helpless and alone because of their child's life-shortening condition. That no one had to experience the devastation of the sudden and unexpected death of their child.

But very sadly, many families do. We're here for these families, helping them live the best lives they can. And every day we make a difference.

Join our team and you will too.

**Good luck with your application!**



[www.forgetmenotchild.co.uk](http://www.forgetmenotchild.co.uk)