

Making a Big Difference
for Little Hearts



Youth Support Officer Future Team Member Pack



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Welcome

Hello and welcome from Children's Heartbeat Trust

Thank you for your interest in joining Children's Heartbeat Trust — we are genuinely delighted that you are considering becoming part of our team.

At CHT, everything we do is driven by a simple but powerful belief: every child and young person living with congenital heart disease deserves support, connection, and the chance to thrive. As our new **Youth Support Officer**, you will play an exciting and meaningful role in bringing this belief to life.

This is a special opportunity to make a real and lasting difference. You'll be working directly with young people and their siblings, helping to build confidence, create friendships, and nurture resilience through programmes, events, outreach, and hands-on practical support. You'll become a trusted presence in their lives — someone who helps them feel seen, heard, and empowered.

You won't be doing it alone. You'll be joining a small, passionate, and friendly team who care deeply about the families we support. You'll collaborate closely with our Engagement Officer (Youth & Family), work alongside enthusiastic volunteers, and build strong relationships with clinical teams across Northern Ireland. Every day, you'll see the impact of your work in very real, human ways.

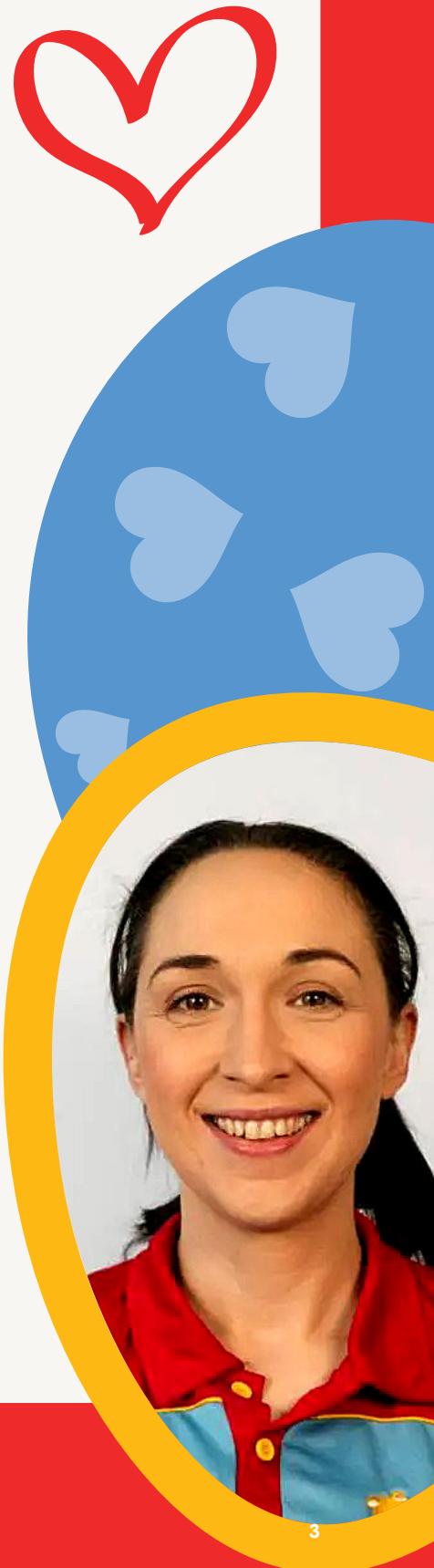
We are excited about the future of our youth and sibling services, and we are even more excited to welcome someone who is optimistic, energetic, and committed to helping young people feel supported and connected. If you are someone who thrives on creativity, compassion, and community, then you will feel right at home here.

Thank you again for considering a role with Children's Heartbeat Trust. We hope this pack gives you a clear sense of the work we do, the values that guide us, and the incredible young people at the heart of our mission. We look forward to hearing from you — and perhaps welcoming you to our team very soon.

With warmest wishes,

Cathy

Cathy Dalton, Family & Youth Services Manager



The Heart of What We Do... why joining our team truly matters

At Children's Heartbeat Trust, we've spent over 40 years walking beside children and young people living with congenital heart disease and the families who love them. Every day, we see courage, resilience, and hope — and our team gets to play a meaningful part in that journey.

Being part of our organisation means being part of a warm, passionate community that believes every heart family deserves support that feels personal, human and full of care. Here's a quick look at the core services that make our work so important.

Emotional Support for Families

A heart diagnosis can turn a family's world upside down. Our Family Support Team is there from day one — offering hospital visits, counselling, Play & Prepare sessions for young children, and calm, compassionate guidance during incredibly stressful moments. Families consistently tell us this support eases anxiety, reduces isolation and helps them feel understood.



Accommodation Close to the Hospital

For parents who live far from the Royal Belfast Hospital for Sick Children, our on-site accommodation offers a safe, comfortable place to stay close to their child — a lifeline during long or emergency admissions.



Financial Help When It Matters Most

Heart treatment often means time off work, long hospital stays and travel costs. We provide financial support so families can focus on their child's wellbeing, not their bank balance.



Practical Support & Medical Equipment

From home-monitoring devices to comfort items on the ward, we help provide the small things that make a huge difference to a child's care and a family's quality of life.



Youth Support & Young Hearts Programmes

Children with heart disease grow into young people with unique challenges and incredible strengths. Our youth programmes, designed with young people themselves, offer peer support, mental health workshops, meet-ups, counselling and guidance as they transition into adult services — helping them feel confident and less alone.



Support for Siblings

Brothers and sisters often carry quiet worries of their own. We provide age-appropriate programmes and workshops so siblings can express feelings, build resilience and feel seen, supported and included.



Local Family Groups & Events

Across Northern Ireland, we bring heart families together to connect, relax and enjoy precious time with others who truly understand. These moments build community, confidence and belonging.



Bereavement Support

For families facing the unimaginable, our STARS programme offers a safe, compassionate space to grieve, remember and find connection with others who share their experience.



Northern Ireland's First Children's Ambulance

Commissioned and funded by us, this bespoke ambulance supports families travelling to Dublin for surgery or treatment — providing a calm, child-friendly environment at one of the most stressful times in their journey.



Advocacy, Research & Raising Voices

We champion heart families at every level — from clinical networks to health policy. We support research, co-chair national coalitions, and ensure families' real-life experiences shape services and future care.



Why This Work Matters

Without Children's Heartbeat Trust, families would face the emotional, practical and financial challenges of congenital heart disease alone. Our team helps transform fear into hope, confusion into clarity, and isolation into community.

And that's what makes joining us so special — every role, including Youth Support Officer, helps amplify these stories, strengthen this impact, and ensure no heart family ever feels alone.

For more information check out our resources online:

[Heart of What We Do booklet](#)

GO →

[Heart Heroes Podcast](#)

GO →

[Impact Report](#)

GO →

Here's How We Work Together

At Children's Heartbeat Trust, our strength comes from working together — sharing ideas, supporting each other, and staying united in our mission to help every child and young person with congenital heart disease thrive. As our Youth Support Officer, you will play a vital part in this collaborative, people-centred environment.

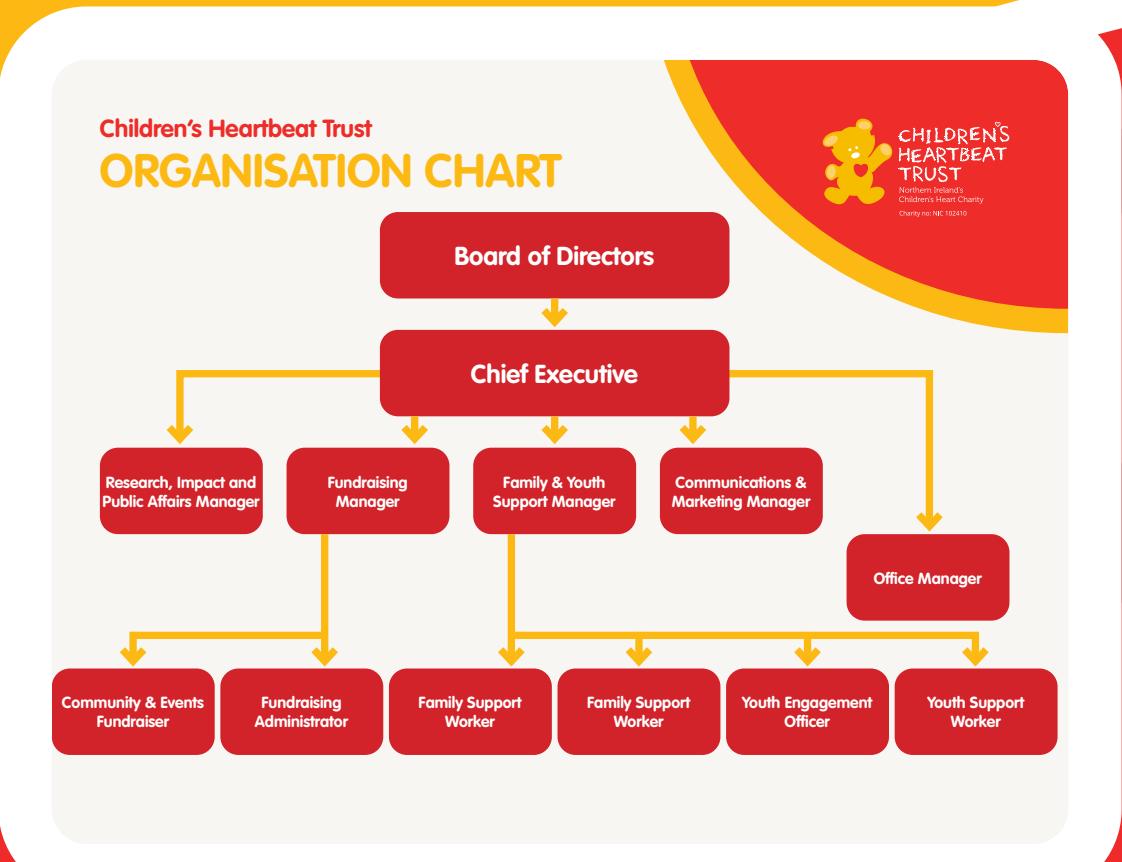
You will work closely with our Engagement Officer (Family & Youth), forming a dynamic partnership at the heart of our youth and sibling services. Together, you will ensure that young people feel connected, supported, and understood, while developing programmes that reflect their needs and voices.

This role sits within and contributes directly to our wider Support Team, a welcoming group of committed colleagues who deliver emotional, practical, and community-based support to heart families across Northern Ireland. You'll share insights, plan services collectively, and help us deliver consistent, high-quality support from childhood through transition into adult care.

You'll also collaborate regularly with our Communications and Marketing Manager, helping to bring our work — and the stories of the incredible young people we support — to life. From promoting events to capturing the real-world impact of our programmes, your contributions will help raise awareness, strengthen our visibility, and broaden the reach of our services.

In addition, the role has natural touchpoints with our Fundraising Team. Many of the families you support are also generous donors, enthusiastic event participants, or passionate advocates. By sharing experiences and keeping communication flowing, you'll help ensure that families feel valued in every aspect of their relationship with the charity.

Being part of Children's Heartbeat Trust means being part of a supportive, close-knit, and purpose-driven organisation. As Youth Support Officer, your work will cross teams, strengthen connections, and help shape the future of our services — making this a truly essential and impactful role within our charity.



What You'll Do & Who We're Looking For

Position: Youth Support Officer

Location: Belfast (hybrid working available in line with business needs.)

Hours: 22.5 hours per week – will include occasional evening and weekend work

Contract: 2 year fixed

Salary: £25,500 - £32,000 (WTE)

Closing Date: Monday 2nd February, 10am.
Late applications will not be considered.

Interview Date: Friday 20th February 2026

Reports to: Family and Youth Services Manager



About the Role

This post provides the opportunity for an enthusiastic, motivated and outgoing individual to make a significant difference to the young people that Children's Heartbeat Trust (CHT) supports within Northern Ireland. The individual will lead in the delivery of support services for young people aged 7-10 with CHD as well leading our siblings programme. This post also involves organising and delivering regional events and outreach services for young people living with congenital heart disease.

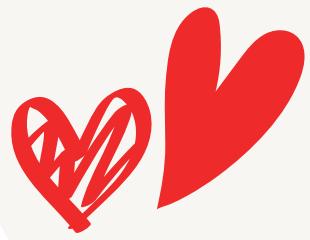
You will have the opportunity to work on your own initiative but will be working in partnership with the Engagement Officer (Youth and Family) and supported by a line manager and enthusiastic volunteers to deliver the services.

We welcome optimistic and committed individuals to apply for this post and join the CHT team.



Principal Responsibilities

- To implement youth and sibling support services in line with the charity's overall strategy.
- To increase engagement with young people with CHD within their local communities, focusing on identified targeted groups.
- To develop, utilise and promote CHT services and activities based on the needs of families and young people with CHD.
- Develop and promote resources and activities for heart families.
- Assist in the development of our upcoming school support project.
- Support a calendar of family and youth support events and training opportunities.
- Facilitate the delivery of youth support outreach services.
- Plan and deliver events and residential trips providing opportunities for young people to meet one another and develop peer support structures.
- Work closely with the clinical teams in both Paediatric and Adult Cardiology to assist in the development of emotional and practical support to young people with CHD when at home.
- Support young people when accessing specialist advice and services.
- To identify other areas and agencies relevant to the provision of support to young people and signpost accordingly.
- Ensuring that the information and guidance supplied by the charity is of the highest standard.
- To work collaboratively with the staff team on annual events.
- Working proactively and collaboratively with healthcare professionals, including paediatric & adult congenital cardiologists and nursing teams.
- Collation and maintenance of relevant information and data.



General Duties

- Maintain appropriate confidentiality always and ensure proper observance of all CHT protocols relating to confidentiality, health and safety and safeguarding children and vulnerable adults.
- Adhere to the CHT Equal Opportunities policy in all activities and to actively promote equality of opportunity wherever possible.
- Identify any training and development requirements, and to take appropriate action to ensure these needs are met.
- Assist in the development of protocols and procedures to ensure best practice and consistency.
- Nurture effective relationships with relevant hospital staff and key professionals.
- Take an active role in the update and maintenance of relevant pages of CHT's website and social media platforms.
- Understand and be committed to the values of the charity.
- Assist with the collection of data, statistics, evaluations and user feedback and with the compilation and presentation of reports.
- Any other duties as directed by and agreed with the Line Manager.

Other Duties

- Working for a small, committed charity you will be expected to undertake other appropriate duties for the effective operation of the charity.
- You will be expected to attend meetings and events throughout NI, many of which will be in the evenings or at weekends. Time off in lieu may be granted in line with TOIL policy.

The responsibilities of this post and reporting structure will be periodically reviewed.

The post holder will be required to undertake a successful enhanced Access NI check by the time of taking up the appointment.



Person Specification

Attributes	Essential	Desirable	Measured by
Knowledge/ Qualifications	Relevant Degree or Professional Qualification Or Two years demonstrable experience in a similar field.	Additional qualifications in Youth, Community or Social Work.	Application and certificates
	Thorough understanding and knowledge of the essential components of community and youth support work.		Application
	Thorough understanding and knowledge of the essential components of safeguarding children and vulnerable adults.		Application
Experience	Demonstrate success and experience in the field (minimum 2 years) – statutory or voluntary agency.	Experience of providing practical and emotional support directly to young people within a community setting.	Application and Interview
	Experience of working with volunteers.		Application and Interview
	Experience of organising and delivering community-based events.		Application and Interview
Communication Skills	Excellent communication and listening skills utilising a range of media including technology, written and oral.	Experience of working with young people as part of a group and on a one-to-one basis.	Application and Interview
	Ability to provide advice, information and support in a way which is compassionate, engages and empowers.		Interview
	Ability to develop and maintain positive relationships with young people and stakeholders.	Demonstrate experience in building and maintaining relationships	Application and Interview

Continued →

Person Specification (Continued)

Attributes	Essential	Desirable	Measured by
Personal Attributes and Qualities	Ability to work accountably as part of a small multi-disciplinary team with excellent interpersonal skills.		Interview
	Driven, passionate, confident and self-motivated to work independently and use initiative.		Application and Interview
	Willing to take on new situations and challenges.		Interview
Project Support	Ability to utilise time effectively and prioritise work to meet deadlines.		Application and Interview
	Highly organised, methodical and reliable.		Application and Interview
Circumstances	Ability to work out of office hours.		Throughout process
	Valid UK driving licence and use of car to meet requirements of post.		Copy to be provided
	Able to undertake overnight residential.		Application



Why You'll Love Working Here

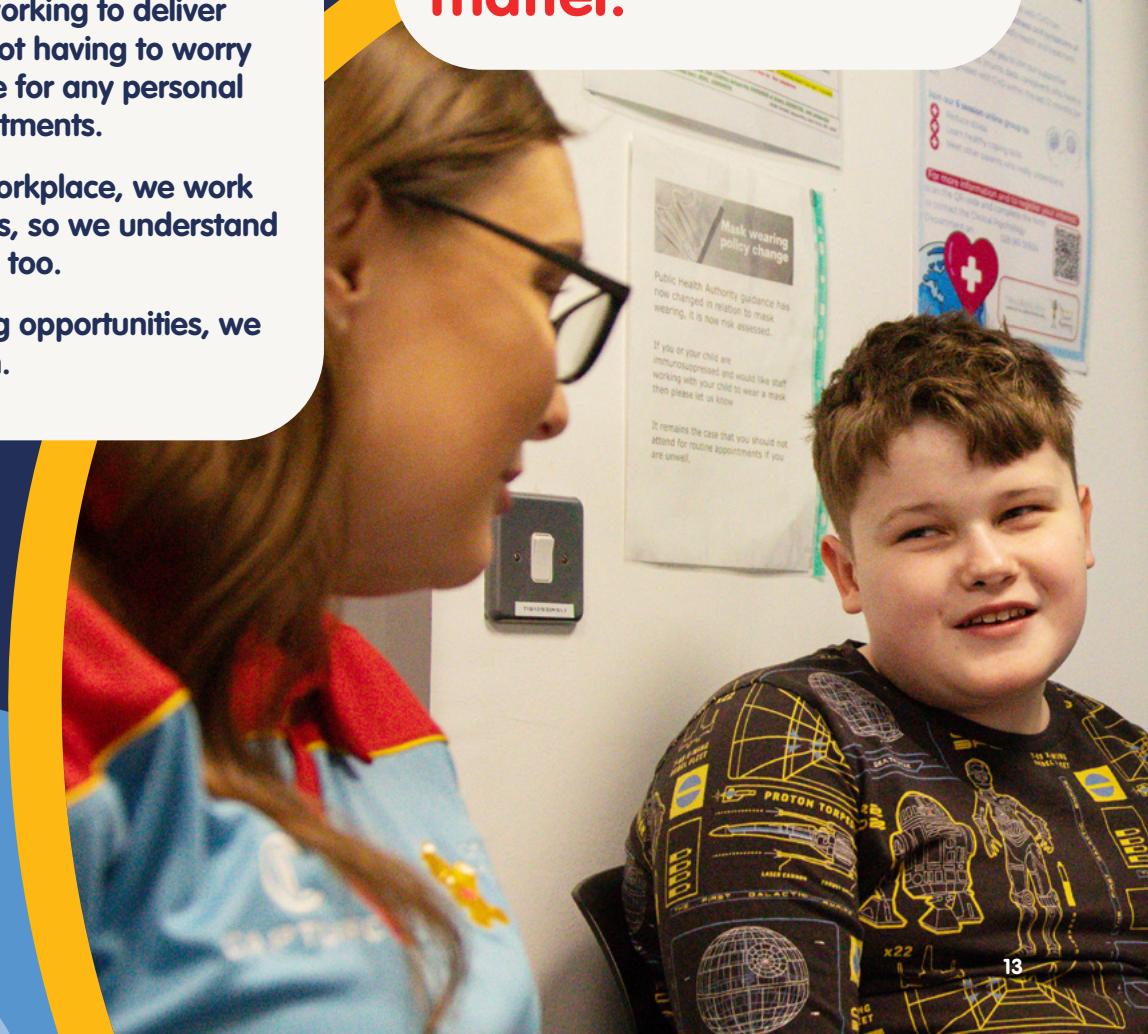
This isn't just another Youth Support job — it's a chance to see your work make a real, human impact. You'll meet incredible young people and their families, create joyful events, and have the unique privilege of positively impacting the lives of children and young people affected by congenital heart disease.

You'll join a small, creative, and passionate team who'll support you, trust you, and celebrate your ideas.

You'll also get:

- Generous holidays, starting at 27 days annual leave, growing to 30 with length of service, and 11 statutory days.
- A genuine hybrid and flexible working environment, we understand life happens.
- Time Off In Lieu, with some weekend and after hours working to deliver events it means not having to worry about having time for any personal mid-week appointments.
- Family Friendly Workplace, we work to support families, so we understand our team has one too.
- Dedicated training opportunities, we invest in our team.

Every day will  be different, and every interaction with our young people will matter.



Sounds like you? Then bring your talent to our team.

The closing date for applications is **10am, Monday 2nd February 2026**. Any applications received after this date and time will not be considered.

Please send the completed application form* to:
cathy@childrensheartbeattrust.org

Or post to:

**FAO Family Support Manager, Children's Heartbeat Trust,
Unit HF12, Howard Building, Twin Spires Centre,
155 Northumberland St, Belfast, BT13 2JF**

*Application form can be found at the end of this document.



**For more information
about our charity visit:
childrensheartbeattrust.org**

See more at:

-  Instagram: [childrensheartbeattrust](https://www.instagram.com/childrensheartbeattrust/)
-  Facebook: [childrens.h.trust](https://www.facebook.com/childrens.h.trust)
-  LinkedIn: [children-s-heartbeat-trust](https://www.linkedin.com/company/children-s-heartbeat-trust/)
-  X: [@Chldns_Hrtbeat](https://twitter.com/Chldns_Hrtbeat)
-  YouTube: [@childrensheartbeattrust](https://www.youtube.com/@childrensheartbeattrust)
-  Spotify: Children's Heartbeat Trust



Children's Heartbeat Trust
Howard Building. HF12, Twin Spires Centre
155 Northumberland Street, Belfast, BT13 2JF

Tel: **028 9031 2228**
Email: info@childrensheartbeattrust.org
Charity Number: **NIC102410**



Employment Application Form

Youth Support Officer



Position Applied For:

Part-Time Youth Support Officer – (22.5hrs pw, 2 year fixed)

INFORMATION FOR CANDIDATES – Please read before completing application form.

Please complete all sections of this form fully and legibly, either writing in block capitals, or in typescript.

Please read the form carefully before completing it. Please also read any additional information carefully. Candidates who are short listed for interview will have demonstrated clearly that they meet all the essential criteria and will be shortlisted on the basis of information contained within this application.

If you need to continue onto a separate sheet, please mark that sheet clearly in relation to your answer.

CV's or similar unsolicited materials will not be accepted in place of or in addition to completed application forms.

Applicants are not permitted to alter the format or content of the application form in any way.

The closing date for applications is **Monday 2nd February 2026, 10am**. Any applications received after this date and time will not be considered. Please send the completed application form to:

cathy@childrensheartbeattrust.org

Or post to:

FAO Family Support Manager, Children's Heartbeat Trust, Unit HF12, Howard Building, Twin Spires Centre, 155 Northumberland St, Belfast, BT13 2JF

Failure to comply with the above instructions may render your application form invalid.

The successful candidate will be required to provide proof of essential qualifications and also provide documentary evidence of their eligibility to work in the United Kingdom. We are also committed to adhering to the Access NI Code of Practice in relation to requesting disclosure checks where appropriate and processing information in accordance with the code. Children's Heartbeat Trust has policies on the Recruitment of Ex-Offenders and Handling of Disclosure Documentation and they are available upon request.



Section 1: Personal Details

First Name (s)	
Family Name	
Address (inc. Postcode)	
Home Telephone Number:	
Personal Mobile number:	
Email address:	
Do you hold a valid driving licence?	
Do you have the use of a car?	
Are you eligible for employment in the UK?	
National Insurance Number:	
Required notice period	
Are you available to work evenings and weekends?	

Section 2: Education/ Qualifications

Please use this section to provide details of your education history, any qualifications attained, membership of any relevant professional bodies, and any additional training which you feel is relevant to support your application. Please note that proof of qualifications and/or membership of professional bodies may need to be produced.

General and Further Education subjects studied: (e.g. GCSE / O Level / A Level / Degrees / Diplomas)	Qualifications, Results and Year Obtained:

Please give details of any training courses attended, which are relevant to your application.

Please give details of relevant membership of professional bodies

Section 3: Employment History

Please give details of all the jobs you have held, including an explanation of any periods when you were unavailable for work, or were undertaking voluntary work. Please start with your current or most recent employer.

Employer	Position held	Main duties and responsibilities	Dates of employment and reasons for leaving the post

Section 4: Information In Support Of Your Application

Please use this section to provide clear, concise, and demonstrable evidence of how you meet the essential and desirable criteria, as detailed in the Person Specification, **giving practical examples and relevant information**. This section will be used for shortlisting purposes, and it is therefore essential that you complete this section fully and thoroughly. Please use a separate sheet(s) if necessary ensuring that your name and the post title are stated on them.

Continue on a separate sheet if necessary but please keep answers concise and relevant to the criteria.

Essential Criteria 1: Knowledge/ Qualifications

(i) Degree or professional qualification in relevant field OR 2 years demonstratable experience in a similar field.

(ii) Thorough understanding and knowledge of the essential components of youth and family support work.

(iii) Thorough understanding and knowledge of the essential components of safeguarding children and vulnerable adults.

Essential Criteria 2: Experience

**(i) A minimum of 2 years post qualifying experience of providing practical and emotional support directly to families and young people within a community setting.
(Please state from MM/YY – to MM/YY)**

(ii) Recent experience in organising and delivering a calendar of community-based events.

(iii) Experience of working with volunteers.

Essential Criteria 3: Communication Skills

(i) Excellent communication and listening skills utilising a range of media.

(ii) Ability to engage and maintain positive relationships with young people, families and stakeholders.

Essential Criteria 4: Personal Attributes & Qualities

(i) Ability to work accountably as part of a small multi-disciplinary team with excellent interpersonal skills.

(ii) Driven, passionate, confident and self-motivated to work independently and use initiative.

Essential Criteria 5: Project Support

(i) Ability to utilise time effectively and prioritise work to meet deadlines.

(ii) Highly organised, methodical and reliable.

Essential Criteria 6: Other requirements

(i) Able to work out of office hours including overnight residential.

(ii) Valid UK driving licence and use of car to meet requirements of post.

(Copy of driving license to be provided upon request)

Supplementary Information

Please state any further information you wish to give in support of your application including details of skills, interests or personal qualities not already mentioned that are of relevance to your application for employment. Please use a separate sheet(s) if necessary ensuring that your name and post title are stated on them.

Section 5: Special Requirements

To ensure equality of opportunity at interview, please state below if there are any special arrangements that you may require for e.g. reasonable adjustments.

Section 6: Declaration Form

Please give details of any convictions for criminal offences, which are not, regarded as "spent" convictions under the Rehabilitation of Offenders (NI) Order 1978 (include nature of offence and sentence)

I understand that I will be asked to complete an ACCESS NI enhanced disclosure certificate application form before an offer of appointment can be confirmed. This has been explained to me and I am aware that spent convictions may be disclosed. I declare that the information I have given is accurate and I consent to the check being made.

Signed:

Date:

Section 7: References

Please provide the names and full addresses of referees we can contact to provide details of your suitability for this post. They should not be family members or friends and one must be your current/most recent employer who has knowledge of your current/most recent work. Children's Heartbeat Trust reserves the right to ask for your consent to contact earlier employers.

Please Note: Referees will not be contacted until after the panel has selected suitable candidate(s). However, this must not be construed as an offer of engagement.

Name	
Job Title	
Organisation	
Address	
Postcode	
Telephone No.	
Email Address	

Name	
Job Title	
Organisation	
Address	
Postcode	
Telephone No.	
Email Address	

Please Note:

We are required by the Data Protection Legislation to inform you how we will use any personal information that we hold either manually or on computer in relation to this application and any subsequent period of engagement. This application form and any additional information you provide in support of your application will be held confidentially for a period of one year if you are unsuccessful. If you are successful it will be held during the period of your employment and after your contract has expired for as long as it is necessary to meet regulatory, funding or other legal requirements. During this time, we will not disclose its contents to a third party unless we believe it is lawful to do so.

Section 8: Personal Statement

I declare that the information I have provided in this application for engagement is, to the best of my knowledge accurate. I understand that the provision of false or misleading information in connection with my application or the omission of relevant information may result in rejection of my application, or instant termination of my services, if Children's Heartbeat Trust has engaged me. I authorise Children's Heartbeat Trust to process any personal data given on any part of this form.

Signed:

Date: