Making a Big Difference for Little Hearts

CHILDREN'S HEARTBEAT TRUST
Northern Ireland's Children's Heart Charity
Charity no: NIC 102410

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.

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.

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.

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.

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.

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 another Youth Support Officer, 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.

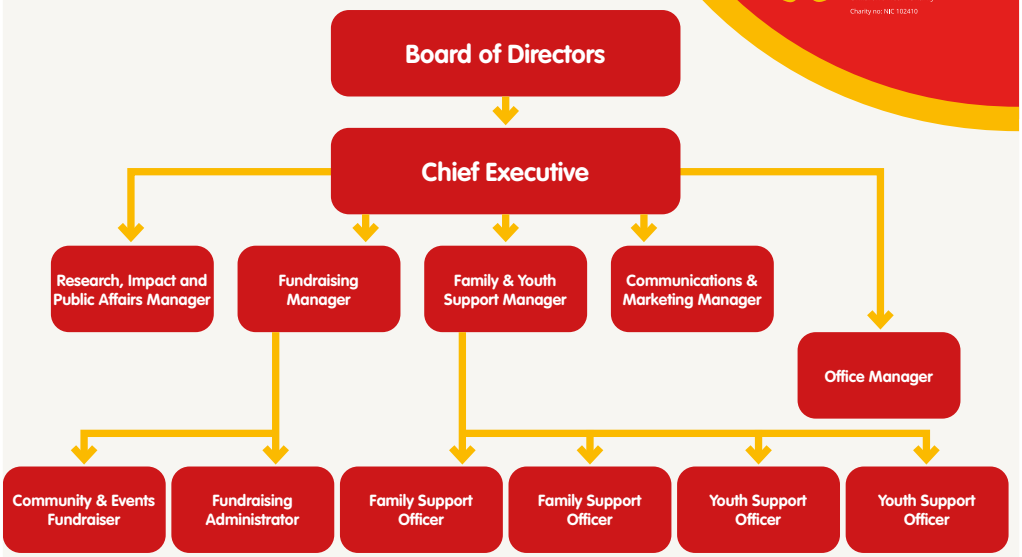
You'll also collaborate regularly with our Communications and Marketing Manager, helping to bring our work — and the stories of the incredible young people we support — to life. From promoting events to capturing the real-world impact of our programmes, your contributions will help raise awareness, strengthen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

Children's Heartbeat Trust

ORGANISATION CHART



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

Position:
Youth Support Officer (Permanent)

Location:	Belfast (hybrid working available in line with business needs.)
Hours:	37.5 hours per week – will include evening and weekend work
Contract:	Permanent
Salary:	£25,500 - £32,000
Closing Date:	Monday 9th November 2026
Interview Date:	Wednesday 25th November 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 and families that Children's Heartbeat Trust (CHT) supports within Northern Ireland. The individual will lead in the delivery of regional events, youth support groups, transition programme 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 a Youth Support Officer and supported by a manager and enthusiastic volunteers to deliver and develop the charity's engagement support services.

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



Principal Responsibilities

- To develop and implement outreach support services for young people living with CHD in line with the charity's overall strategy.
- To increase engagement with young people impacted by CHD within their local communities, focusing on identified targeted groups.
- Lead on the delivery of support services for young people with CHD aged between 11-25.
- Lead on CHT Volunteer and Mentoring programme.
- Support delivery of support services for young people aged 7-13 with CHD.
- Support delivery of siblings programme.
- Support the Youth Council through the development and creation of outreach services and activities.
- Recruit, supervise and provide appropriate training for Youth Council members.
- Develop and promote resources and activities for young people with CHD.
- Deliver projects, calendar of annual youth support events and training opportunities for young people with CHD.
- To plan and deliver projects, events and residential trips providing opportunities for families and young people to meet one another and develop peer support structures.
- Work closely with the clinical teams in both Paediatric and Adult Cardiology to deliver transition programme to adult services.
- To develop, utilise and promote CHT services and activities based on the needs of families and young people with CHD.
- Assist in the development and facilitate the delivery of new strands of youth support outreach services.
- To identify new and innovative opportunities to deliver and enhance Children's Heartbeat Trust youth support services outside of hospital.
- Support young people when accessing specialist advice and services.
- To identify other areas and agencies relevant to the provision of support to families and 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 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.		Interview and Application
	Willing to take on new situations and challenges.		Interview
Project Support	Ability to utilise time effectively and prioritise work to meet deadlines.		Interview and Application
	Highly organised, methodical and reliable.		Interview and Application
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 residentials.		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.

How to apply

1. Send your CV, being careful to ensure it is clear how you meet the requirements.

2. Create a cover letter detailing why you're a fit for our team and excited to work with us!

3. Email to Cathy – cathy@childrensheartbeattrust.org by Monday 9th November 2026 at 12noon

   Late applications will not be considered.



For more information about our charity visit:
childrensheartbeattrust.org

See more at:

- Instagram: childrensheartbeattrust
- Facebook: childrens.h.trust
- LinkedIn: children-s-heartbeat-trust
- X: @Chldns_Hrtbeat
- YouTube: @childrensheartbeattrust
- Spotify: Children's Heartbeat Trust



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CHILDREN'S HEARTBEAT TRUST
Northern Ireland's Children's Heart Charity

Registered with FUNDRAISING REGULATOR

The Charity Commission for Northern Ireland