



Candidate Information Pack

Welcome

Thank you for your interest in working for Rainbow Trust Children's Charity! This information pack is designed to give you a snapshot of who we are and what it's like to work with us.



What we do

Rainbow Trust Children's Charity enables families who have a child with a life-threatening or terminal illness to make the most of their time together, providing expert practical and emotional support, where they need it for as long as it is needed. For families living with childhood illness, time is everything. Right now, there are too many families coping alone with no support, no time to think, no time to make memories and no time for each other. We believe that no family should go through this alone, so we are here to change that.

We recruit people who are passionate about what we do and we look after them well, because our success, and the care we provide to families, depends on having a team that is motivated, and committed to learning and sharing.

Based on our latest internal employee survey which had an 83% response rate:



of those who responded feel proud to work for this organisation

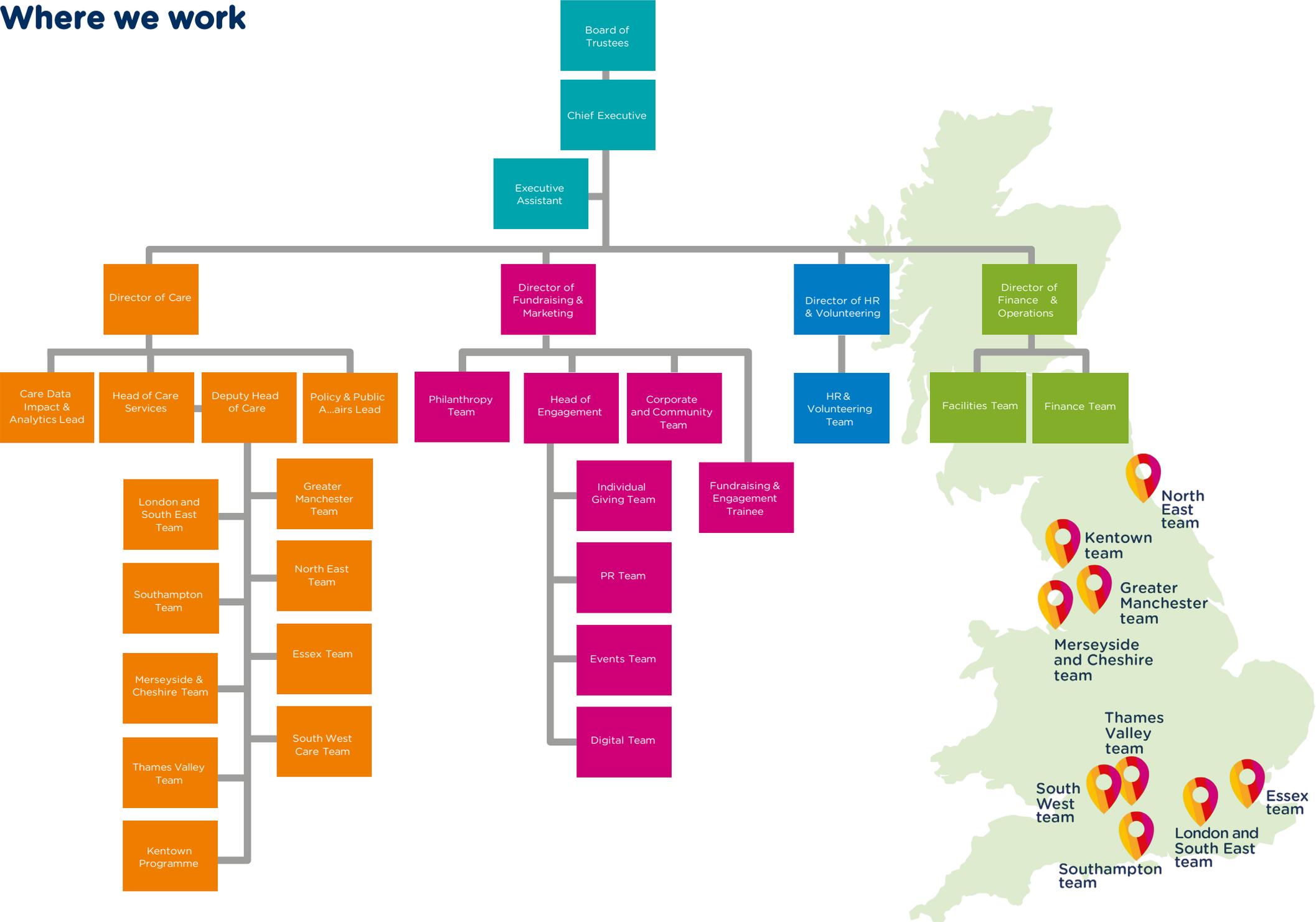
The top 5 highest responses have been consistent over the years and indicate that our employees are **proud to work here, trust in our services, believe the organisation is run on strong values and principles and would recommend our services to people they know.**

Feedback also indicates that new employees are made to **feel welcome when they join us.**



We have been named a Best Company to work for, for 14 years in a row, and have recently gained Two Star Accreditation. This means we have outstanding levels of employee engagement.

Where we work



Why work here



We recognise that our employees are our most valuable asset and encouraging their health and wellbeing is critical to our success. We are a Mindful Employer, and have signed a voluntary charter demonstrating our commitment to supporting the mental health of our employees at work. We are committed to providing a successful Work-Life Balance approach and as well as family friendly policies, we have schemes in place to support our employees with health and wellbeing such as flexibility in working patterns, working from home, occupational health support where required and a free confidential telephone counselling service which is available to all employees and their households.



We offer a mix of financial and non-financial benefits as we understand that we all have different priorities. Some of these benefits include a contributory pension scheme, salary sacrifice schemes such as bike to work and payroll giving, and some positions come with the benefit of a company car.



We offer an annual leave entitlement of 25 days per year (pro-rated if you work part-time) which increases over time to 30 days based on length of service, and includes a bonus birthday day, wedding/civil partnership day, a paid volunteering day plus a half day off for Christmas shopping. To recognise our long-serving employees, those who reach 10, 20 or 30 years of service receive an additional 5 days of leave to take in their anniversary year.



All employees have the option of buying or selling up to 5 days of annual leave entitlement (pro-rated if you work part time) as an additional benefit each year.



A recruitment referral bonus is also available to employees who refer someone to us who is then successfully employed.



Employees have access to Eye Test vouchers, the Blue Light Scheme, Reward Hub and other discounts and benefits via our Employee Assistance Programme, Help@hand.

“ I am grateful to have such a willing, proactive team that are so passionate about helping others. RTCC work can be challenging but with support we build each other to be the best version of ourselves ”

“ I think having a meeting with all areas of Rainbow Trust and understanding people’s roles and how we can all support each other was excellent. I’ve never had that in previous jobs and it gives a lovely feel to the whole of Rainbow Trust being a team rather than different levels ”



A Star of the Month is celebrated each month, voted for by colleagues for demonstrating our values or going above and beyond expectations.



We encourage open communication in many forms and provide a number of processes to support this such as regular 1:1 meetings or supervision with line managers, return to work interviews after illness and non-managerial supervision in roles which we understand can be emotionally demanding such as our care roles.



Team meetings, an annual staff conference and buddy schemes are also in place to encourage employees to feel part of the team.



We also have an Employee Voice group made up of representatives from across the organisation to enable more opportunities for meaningful two-way communication with the Senior Leadership Team.



We have an active cross-organisational wellbeing group running a number of initiatives and activities throughout the year to promote good physical and emotional wellbeing, as well as a Menopause Group to share information, resources and support.



Our Employee Assistance Programme ensures all employees and those in their household have access to a remote GP service, counselling, remote physiotherapy, financial, legal and nutrition support, discounts and perks, cancer assist and many other resources to support mental health and wellbeing as well as a 24/7 helpline via Help@hand.

Our values matter to us, they are:



We listen and act

We listen to the individual needs and views of colleagues, families, volunteers and supporters and value each person's contribution.

We have compassion with courage

We display compassion and understanding of others and challenge ourselves to act courageously to reach the right outcomes, or to support growth and development.

We have inspired determination

We act with resilience and determination to see things through to completion, inspiring others to act with positivity and purpose.

Our Onboarding and Induction Programme

Onboarding at Rainbow Trust starts with our **two-stage interview** process which gives candidates an opportunity to fully understand what we're about and what the role entails. While the first interview is an opportunity to showcase knowledge, skills and experience relevant to the role, the second stage is unique as it's all about the individual.



Applicants who successfully reach this stage complete a **questionnaire** to tell us more about themselves and help us understand what they value most in the workplace and how we can support their professional growth and development. It's also a chance to ask us questions as we believe an interview is a two-way street and it's vital that applicants get what they need from it too. We're also mindful of any adjustments that may be needed during the interview process.



Once appointed, we have a **two-month induction period** to ensure new starters are set up for success and are fully supported as they settle into the role and learn all about the organisation. Our approach goes beyond job-specific training; we aim to provide a well-rounded understanding of who we are, what we do and how we work, to give new starters an excellent foundation.

“ I think the induction here has been fantastic! I like seeing all you need to know laid out and have really enjoyed meeting the different teams in person and online. I really enjoyed coming down for the PMP training, and enjoyed meeting SLT. It really showed how much of a one team approach we have and I think it's brilliant how much time is set aside for the new starters here. You never feel like a burden to anyone which is lovely. ”

We pair all new starters with a **buddy from day one** to support their transition as well as promote communication, collaboration and an understanding of how different areas work. We have a robust induction plan which includes meetings with other departments, opportunities to complete mandatory training, understanding systems and equipment and shadowing Family Support Workers to get hands on, practical experience of what we do and why we do it.



Beyond induction, we aim to provide a high level of **training and development opportunities** to enable all employees to perform to the best of their abilities, achieve individual and team objectives aligned to Rainbow Trust's strategic plan and feel a valued member of a high performing organisation. These include a variety of learning options to suit different needs, including e-learning, shadowing, in-house training, external courses and mentoring.



We are proud to share that 81% of our new starters rate our induction programme as Excellent.

How we raised our money

Last year, with thanks to our supporters, we raised £5.3m to support children and families.



This is an overview of our 2024-25 income and expenditure, summarised from our financial statements, which can be found on the Charity Commission's website.

Fair Recruitment practices

We are committed to ensuring that the recruitment and selection of staff is conducted in a way that's fair, efficient and promotes equal opportunities. We are also committed to safeguarding and protecting the welfare of children and young people and we expect employee support in sharing these commitments and in implementing policies to ensure that everyone is accorded equal opportunity in recruitment and selection, promotion, transfer, training, pay and benefits.

We value diversity and welcome applications from all backgrounds as we believe that a mix of backgrounds brings a variety of ideas, perspectives and experiences that will create a productive work environment in which talents are fully utilised and organisational objectives are met

Application process

Please apply by submitting:

For Care Roles: A completed application form

For Non-Care Roles: Your CV AND a covering letter highlighting why your application meets the criteria for the role and should be considered above other.

To: recruitment@rainbowtrust.org.uk

“ *The thing I love about my job is knowing that I am making a difference to the families I support. Several families say that the type of support Rainbow Trust provides cannot be found anywhere else.* ”

**Family Support Worker
North West Team**



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