

CANDIDATE INFORMATION PACK

**RAINBOW
TRUST**

SUPPORTING FAMILIES
WITH A SERIOUSLY ILL CHILD



Family Support Worker Sabrina
and Zayd, who had leukaemia

Registered Charity No. 1070532

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, committed to learning and sharing.

Based on our latest internal employee survey which had a 97% response rate:



of those who responded believe in the stated goals and objectives of Rainbow Trust.

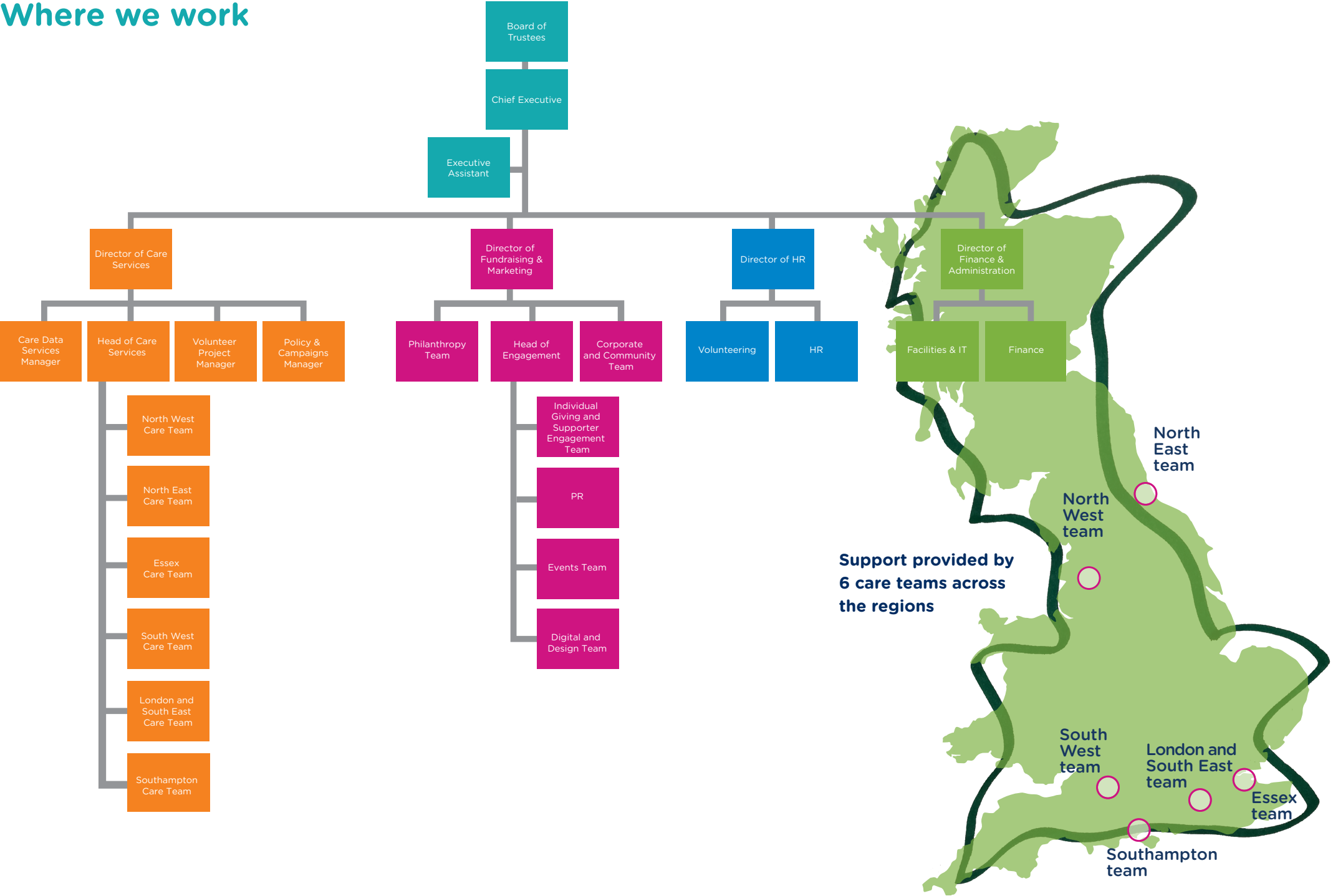
The top 5 highest responses have been consistent over the years and indicate that our employees are **proud to work here, trust in our products and services and would recommend our services to people they know.**

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



We have been in the Sunday Times **Top 100 Best Not for Profit organisations** to work for list for 10 years in a row, and have recently gained **2 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 therefore critical to our success. 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 facilities, occupational health support where required and a free confidential telephone counselling service which is available to all employees and their families.



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 29 days based on length of service, and includes a bonus birthday day, wedding/civil partnership 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 Star of the Month is celebrated each month, voted for by colleagues for 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; and we have dedicated Employee Engagement and Feel Good groups in place to enable our employees to share ideas and suggestions on how to better support their wellbeing and engagement.

“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**



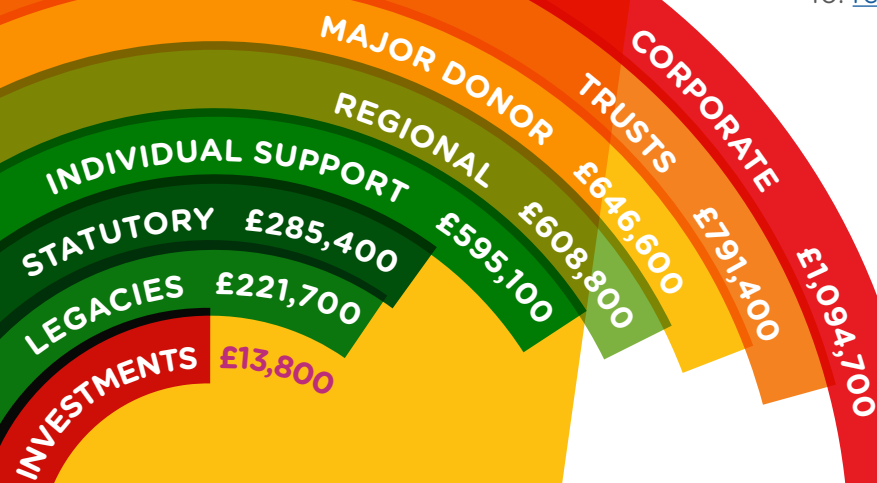
**Our values matter to us.
They are:**

- We listen and act
- We have compassion and courage
- We have inspired determination

How we raised our money in

2019/20

TOTAL
INCOME
£4.3
million



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 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 your suitability for the position

To: recruitment@rainbowtrust.org.uk



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