



cancer fund
for children

INFORMATION PACK

Connections Support Worker

May 2026



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WELCOME

Dear Candidate,

Thank you for your interest in the role of Connections Support Worker with Cancer Fund for Children.

This is an exciting time for the charity as we expand our therapeutic services for children, young people, and families across the island of Ireland. We are in the process of construction of our second Daisy Lodge short break centre, while raising vital awareness of the impact cancer has on families and the urgent need for greater support.

We are committed to recruiting and developing passionate, positive, and enthusiastic individuals who are dedicated to supporting families affected by cancer, and who are inspired by the mission of Cancer Fund for Children - to empower, connect and strengthen children and young so they feel equipped to cope with the emotional impact of cancer.

In this information pack, you can find out more about becoming part of Cancer Fund for Children's team. Our organisation lives by our values:

Powerful Connections – We nurture impactful relationships between the young people and families we support, within our communities and stakeholder networks, and across our staff team.

Bold Ambition – Our vision drives us to go further, reaching more young people with greater impact. We embrace bold aspirations and turn ambition into action. By aiming high and pushing boundaries, we make extraordinary things possible.

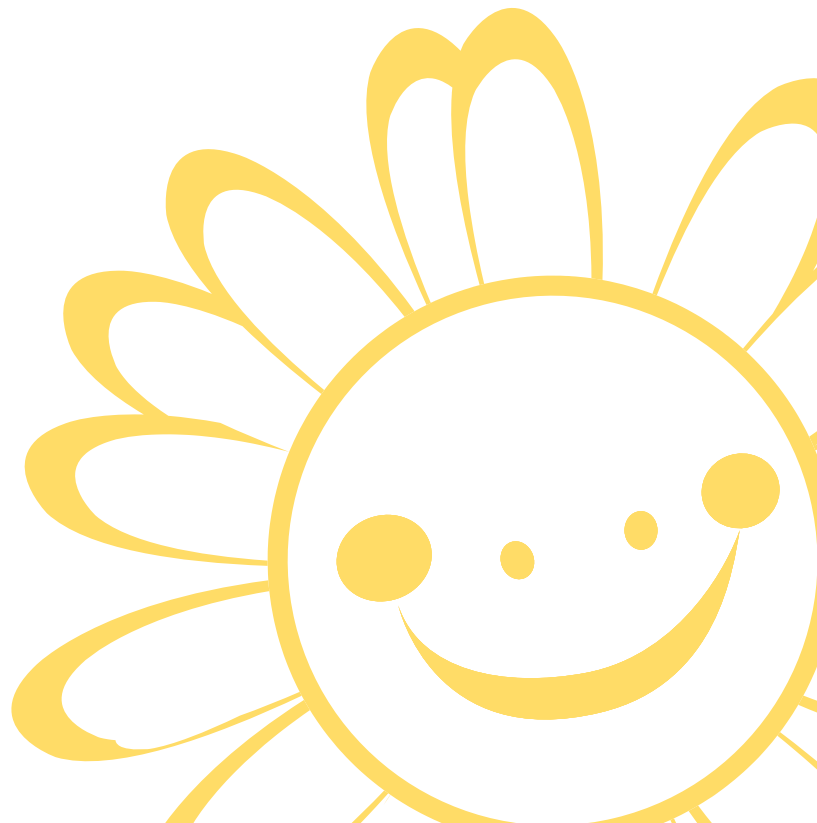
Integrity – We build trust through honesty and openness, upholding the highest standards of transparency and accountability, and ensuring our actions reflect our words and beliefs.

They shape our vision and drive our mission, guiding our decisions, actions, and relationships.

We believe this is what makes Cancer Fund for Children a great place to work.

Thank you for your interest in joining our team — we look forward to receiving your application.

Phil Alexander,
CEO



OUR STORY

No child should face cancer alone.

Cancer Fund for Children is an ambitious charity with a vision that every child impacted by cancer should receive the right emotional support at the right time, no matter where they live on the island of Ireland.

The charity was founded in 1973 by Margaret McAlpine MBE who was a teacher who had been recruited to provide continuity to children's education whilst they were receiving treatment on the wards at Belvoir Park Hospital in Belfast.

Over the following years, Margaret recruited a range of volunteers, including consultant oncologist Dr George Edelstein, to form a Board of Trustees to help deliver a range of practical and financial support to families impacted by childhood cancer. This evolved into residential support with the purchase of Shimna Valley House in Co. Down in 1996. Shimna Valley provided families caring for a sick child with a tranquil space to spend quality time together, far removed from the stress of hospital wards and treatment routines. Shimna Valley was the forerunner to Daisy Lodge, which was opened by professional Golfer, Rory McIlroy 2014.

Over the last 20 years, our Board of Trustees has helped shape Cancer Fund for Children into the charity it is today, bringing in skilled, passionate staff to support families through therapeutic services and fundraising. As a result, we've grown into one of the leading Irish charities supporting children and young people affected by cancer.

At Cancer Fund for Children, we believe that the voice of young people is at the heart of everything we do. We employ people who are compassionate, skilled, and driven to make a real difference in the lives of the families we support.



WHAT WE DO

Cancer Fund for Children provides a wide range of support to children and young people impacted by cancer and their families. You will find more information on our website at cancerfundforchildren.com.

Connections Team

Our Connections Team is the first point of contact after a referral, ensuring families feel heard, supported, and informed about Cancer Fund for Children's services. Each family is assigned a dedicated Connections Support Worker who regularly checks in to assess their needs and provide additional support where required.

Hospital-Based Support

We have a Youth Support Worker who offers age-specific support to adolescents and young adults (11-24) in St. John's Ward, Crumlin, where they receive cancer treatment. We provide opportunities for group activities on the ward and run Young Adult short breaks (18-24yrs) to provide opportunities for peer connection with others who have had a similar experience.

Community-Based Support

Our Cancer Support Specialists work one-to-one with children, young people, and parents at home and in the community, providing support when and where it's needed most. We also facilitate group programmes that foster peer support for young people affected by cancer and for those who have experienced bereavement.

Youth Engagement

Our Youth Engagement Team ensures that young people's voices are at the heart of Cancer Fund for Children, empowering them to influence policy and practice. Our Youth Engagement Groups have completed training in recruitment and selection, teamwork, advocacy, presentation skills, leadership, and more. Young people actively participate on interview panels and have shared their experiences of cancer at a variety of speaking events.

Daisy Lodge

Therapeutic short breaks at Daisy Lodge in Newcastle, Co. Down offer families quality time together in a safe, supportive environment. Feedback shows that after their stay, 90% of families felt more hopeful, 95% felt better able to manage their situation, and 96% said their relationships were strengthened.

As Daisy Lodge is at full capacity, we are building a second therapeutic centre near Cong, Co. Mayo, which will more than double our annual short breaks, increasing family members served from 1,800 to 4,000.



OUR VISION, MISSION AND VALUES

Our Vision

Our vision is that no child faces cancer alone.

Our Mission

Our mission is to empower, connect and strengthen children, young people and their families so they feel equipped to cope with the emotional impact of cancer.

Our Values

At Cancer Fund for Children, our values are the foundation of everything we do. They shape our vision and drive our mission, define who we are, how we behave and how we collaborate with others.



Powerful Connections

Powerful connections are at the core of our organisation. We nurture impactful connections between the young people and families we support, with our communities and stakeholders, and across our all-island staff team.



Bold Ambition

Our vision drives us to go further, to reach more young people with greater impact. We embrace bold aspiration and turn ambition into action. By aiming high and pushing boundaries, we make extraordinary things possible.



Courage

We have the courage to lead and have difficult conversations. We embrace open communication and address sensitive topics, always with the intent of empowering those we support and those we work alongside.



Compassion

Compassion guides our work to create safe spaces, offer genuine care, and approach others with kindness. We aim to ensure every person we interact with feels seen, heard, and supported.



Integrity

We build trust through honesty and openness, upholding the highest standards of transparency and accountability, and ensuring our actions reflect our words and beliefs.



Collective Responsibility

Each one of us plays a vital role in achieving our collective goals. We take personal ownership of our actions and support each other to ensure that as a team we reach our shared vision.

OUR STRATEGY

As we are coming to the end of our 2021-2025 strategy we are in the process of reviewing and developing our next five-year strategy.

We have detailed below an overview of our six strategic pillars.

Services: We will listen to children and young people and ensure their voices are at the heart of our organisation.

Engagement: We will ensure that the voices of children, young people and their families impacted by cancer are amplified across the island of Ireland.

Supporting and Funding our Work: We will develop a dynamic and visionary funding strategy that builds diversified and sustainable levels of income from the public and strategic funding partners.

Awareness: We will ensure that the voices of children, young people and their families impacted by cancer are amplified across the island of Ireland.

People: We will foster a high-performing, well-resourced, inclusive and values driven culture that enables our team to thrive.

Governance and Infrastructure: We will ensure that our organisational infrastructure and governance are fit for purpose and aligned with our evolving needs and aspirations.



JOB DESCRIPTION

Role:	Connections Support Worker
Reporting to:	Connections Team Manager
Line managed by:	Connections Team Manager
Salary Scale:	Pay Points 32-34 {range: €41,464.71 - €43,420.68}
Hours:	35 hours per week
Location:	Maynooth based with hybrid working covering Ireland
Duration:	Permanent
Closing Date:	Tuesday, 16th June - midday

Cancer Fund for Children's mission is to ensure that no child or young person across the island of Ireland have to face cancer alone. The charity has over 30 years' experience delivering support and services to children, teenagers and young adults living with cancer and their families.

Our aim is to connect, empower and strengthen children and young people and their families so they are better equipped to deal with the impact of cancer. We do this by providing emotional and social support in the family home, in communities across Ireland, on the hospital ward and at our therapeutic short break centre.

This is an exciting time to join Cancer Fund for Children as we embark on a new organisational strategy and wish to extend our reach and engagement in local communities across Ireland.

Role Overview

The primary purpose of this role is to contribute effectively as a member of the Connections Team within Cancer Fund for Children (CFFC). The post-holder is responsible for ensuring that all families referred meet the eligibility criteria to access our services and are supported to do so.

The role involves providing families with skilled, compassionate, and flexible support via telephone or other remote means, both at the initial point of contact and throughout their engagement with us. Families will be guided to the appropriate support, receiving accurate information and being connected to relevant internal services, or signposted to external support where necessary.

JOB DESCRIPTION

Key Accountabilities

1. Operational Accountabilities

- Develop, agree and implement, in conjunction with the Connections Team Manager, effective operational plans for service delivery across our all-island services team and in line with the overall Cancer Fund for Children Operational and Strategic Plans.
- Ensure families referred to us receive timely, compassionate and informative initial calls, initial assessment and ongoing phone support throughout their time with us.
- Ensure families who may become bereaved during our support with them receive timely follow up calls and ensure they are supported throughout their time with us.
- Through agreed assessments, identify individual/family needs and ensure families seeking specific internal supports are linked to them/or are made aware of other external services not provided by CFFC.
- Maintain excellent working relationships with our community, hospital and Daisy Lodge teams across Ireland in order to maximise our support to families and ensure clear and consistent pathways.
- Input into the development and implementation of the service pathway across CFFC.
- Maintain confidential, accurate case records to account for all contact with families.
- Work closely with team colleagues across Ireland to ensure children, young people and families are made aware of all events, opportunities and services available to them.
- Support wider services team in the design and running of key events for families.
- Provide written reports to an agreed standard, as agreed, and requested by the Connections Team Manager.
- Contribute to the development of new ideas and proposals as part of the operational planning process.
- Develop and maintain close working relationships with wider stakeholders, referrers and others across the cancer sector in Ireland.

JOB DESCRIPTION

2. General Accountabilities

- Provide accurate data, as determined by the Connections Team Manager, on an agreed basis.
- Provide support to volunteers to ensure they receive appropriate direction and resources to fulfill their designated role.
- Be cognisant and compliant with all Cancer Fund for Children policies and procedures designed to meet all service delivery requirements that apply to the organisation as a whole.

3. Financial Accountabilities

- Work within agreed project expenditure, in-line with budgets up to a limit set by the Connections Team Manager.
- To submit all expenses to the Connections Team Manager on a monthly basis.
- To ensure responsibility of all resources held within the post's remit, including equipment and facilities.

4. General Duties

- To attend all Connections Team meetings, prepare material and fully contribute to casework discussions.
- To be available for planning, review, supervision, support and appraisal meetings.
- To be available for on-going professional development/training opportunities and to attend all mandatory training.
- To actively contribute towards the public relations and communications within the charity both internally with colleagues and externally through the direct liaison with families and promotion of your work.
- To promote Cancer Fund for Children services available to children and young people and their families.
- To represent Cancer Fund for Children as delegated by the Connections Team Manager.
- To perform any other reasonable duties and specific projects deemed to be within the post-holder's competence, as assigned by management to contribute to the overall aims of the Cancer Fund for Children.

PERSON SPECIFICATION

<u>Key Criteria</u>	<u>Essential</u>	<u>Desirable</u>
Qualifications	<ul style="list-style-type: none"> Recognised Professional Qualification in Social Work, Health Care, Youth and Community work, counselling or similar; and At least 2 years relevant experience. 	<ul style="list-style-type: none"> Registered with the Social Care Council or equivalent in Health/Youth Work. Able to demonstrate clear evidence of ongoing professional development.
Experience / Knowledge	<ul style="list-style-type: none"> At least 2 years' experience of delivering direct services to children/young people and their families. Experience of providing on-phone or remote support. Knowledge of relevant government policy supporting children and families affected by cancer. Knowledge of child protection legislation and procedures. Knowledge of assessment tools/methods. Experience of working within set budgets. 	<ul style="list-style-type: none"> Experience of working on a helpline/support line. Experience of working in the field of critical illness, disability, bereavement and loss. Experience of carrying out assessments of need and drawing up support plans. Experience of advocacy/rights-based work with children/young people/parents.
Competencies	<ul style="list-style-type: none"> Excellent written and verbal communication skills to include: <ul style="list-style-type: none"> Active listening skills Group work skills Assessment skills Strong report writing skills. Monitoring and Evaluation skills. Ability to forward plan, prioritise and manage time/workload. Proficient use of industry-standard ICT software, including database packages. Innovative, resilient and adaptable to change. Ability to work both independently and as part of a team. 	<ul style="list-style-type: none"> Ability to develop relationships with a wide range of professionals/charities and other stakeholders.

PERSON SPECIFICATION

Key Criteria	Essential	Desirable
<i>Job Circumstances</i>	<ul style="list-style-type: none">• Ability to travel as required.• Driving licence or alternative means of flexible transport.• Occasional requirement to work flexible hours including evenings and week-ends.	

This job information is not intended to be either restrictive or definitive. It is important to note that the responsibilities of the post may change to meet the evolving needs of the charity.

NB: The organisation reserves the right to enhance the above criteria to facilitate short-listing.

WHY WORK FOR US?

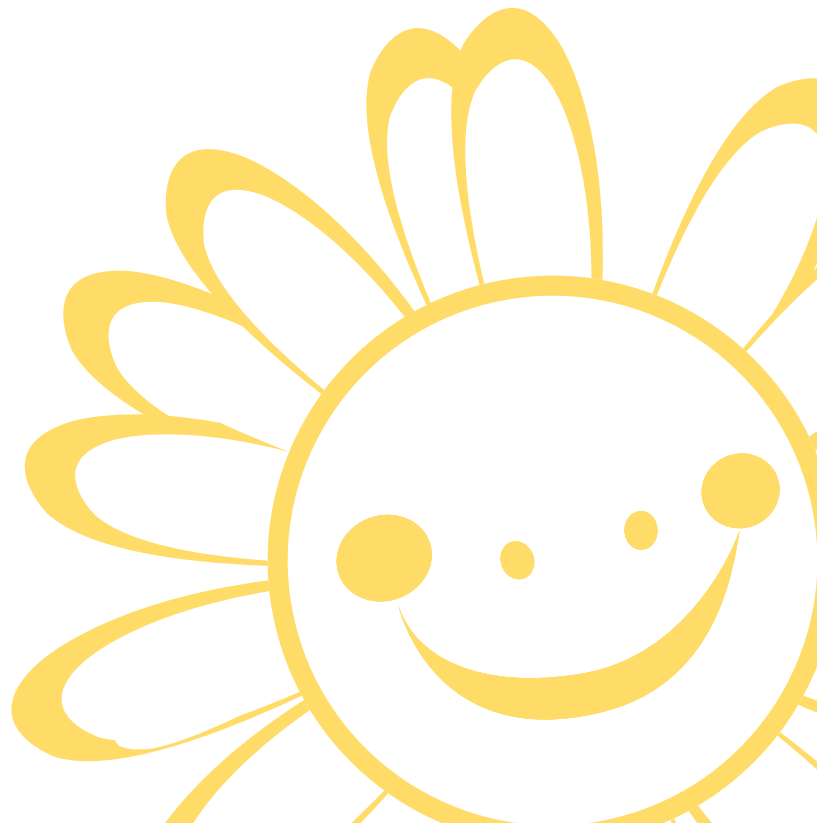
Cancer Fund for Children is a passionate, purpose driven-organisation with over 30 years' experience providing vital support to children, teenagers and young adults diagnosed with cancer, as well as their families. We are committed to ensuring that no child or young person faces cancer alone, and our team plays a central role in delivering that mission every day.

As part of our 2026 -2030 strategy, we are expanding our services nationally across Ireland.

Our Connections Support Worker role is vital to our work ensuring families receive dedicated emotional and social support when cancer impacts their family.

As a Connections Support Worker, you will be in contact by phone everyday with families, you will provide more than just information; you will offer genuine support, reassurance, and a friendly voice during difficult times. You will support parents and families during times of uncertainty and ensure they get the support they need.

Working with us means becoming part of a team that is compassionate, ambitious and deeply dedicated to making a meaningful difference.



WHAT WE OFFER YOU

We value and take care of our team. At Cancer Fund for Children, we offer employees:

Staff Development

- Organisation Wide Training Budget linked to Role, Strategic Plan, Individual Requests and Competencies
- Induction Programme
- Personal Development Plans
- Ongoing Supervision
- Continued Personal Development Support
- Regular Staff Information Days

Work Life Balance

- Standard 35 hour working week
- 28 Days Annual Leave and 10 Statutory Days
- Fixed Christmas Closure (requires 3 days annual leave)
- Day off for your Birthday
- Flexible Working Opportunities
- Time Off in Lieu (TOIL) in compensation of additional hours worked
- Career Breaks
- Family Friendly Policies

Social, Physical and Mental Health Wellbeing

- Health & Wellbeing Committee delivering organisational-wide initiatives
- Mental Health First Aiders
- Private Healthcare
- Cross-department team-working/volunteering opportunities

Financial Reward and Recognition

- Annual Increment to Top of Scale
- Pension Scheme
- Work Related Professional Membership Fees Paid
- Mileage Allowance



HOW TO APPLY

Please complete the Application Form for this role. The deadline for applications is **midday Tuesday, 16th June 2026**. Applications should be made by email to: hr@cancerfundforchildren.com.

If you have any queries about the role or the application process, please contact hr@cancerfundforchildren.com.

Garda Vetting

All successful applicants will be required to undergo a Garda Vetting check (refer to Garda Vetting guidelines for criteria).

Right to Work

Candidates must be legally entitled to work in Ireland at the time of application and hold the relevant documentation, as required under the Irish Employment & Immigration law.

Disability

In line with the Employment Equality Acts 1998-2015, Cancer Fund for Children take seriously its obligation to make "appropriate measures" or reasonable accommodations to ensure people with disabilities are not substantially disadvantaged during the application, assessment, and selection processes.

If you consider yourself to have a disability relevant to the role you are applying for, please contact our People & Culture Team. They will ensure your application is handled fairly and will endeavour to put in place any necessary arrangements or reasonable adjustments to support you both during the recruitment process and, if successful, in carrying out your duties.



TIMELINE

Application Form to be submitted by **midday on Tuesday, 16th June 2026.**

Interviews

Will take place on **8th and 9th July** at our Maynooth Office.

Equal Opportunities

Cancer Fund for Children is an equal opportunities employer and we welcome applications from all suitably qualified persons.'

It is our policy to provide employment equality to all, irrespective of:

- Gender
- Gender reassignment
- Marital or civil partnership status
- Pregnancy and Maternity
- Religious belief or political opinion
- Race (including colour, nationality, ethnic or national or national origins, being an Irish Traveller)
- Disability
- Sexual orientation
- Age

Please address any enquires relating to the advertised position, and your submission to:

Joanne Symington
People & Culture Officer
Cancer Fund for Children
E: hr@cancerfundforchildren.com

www.cancerfundforchildren.com