



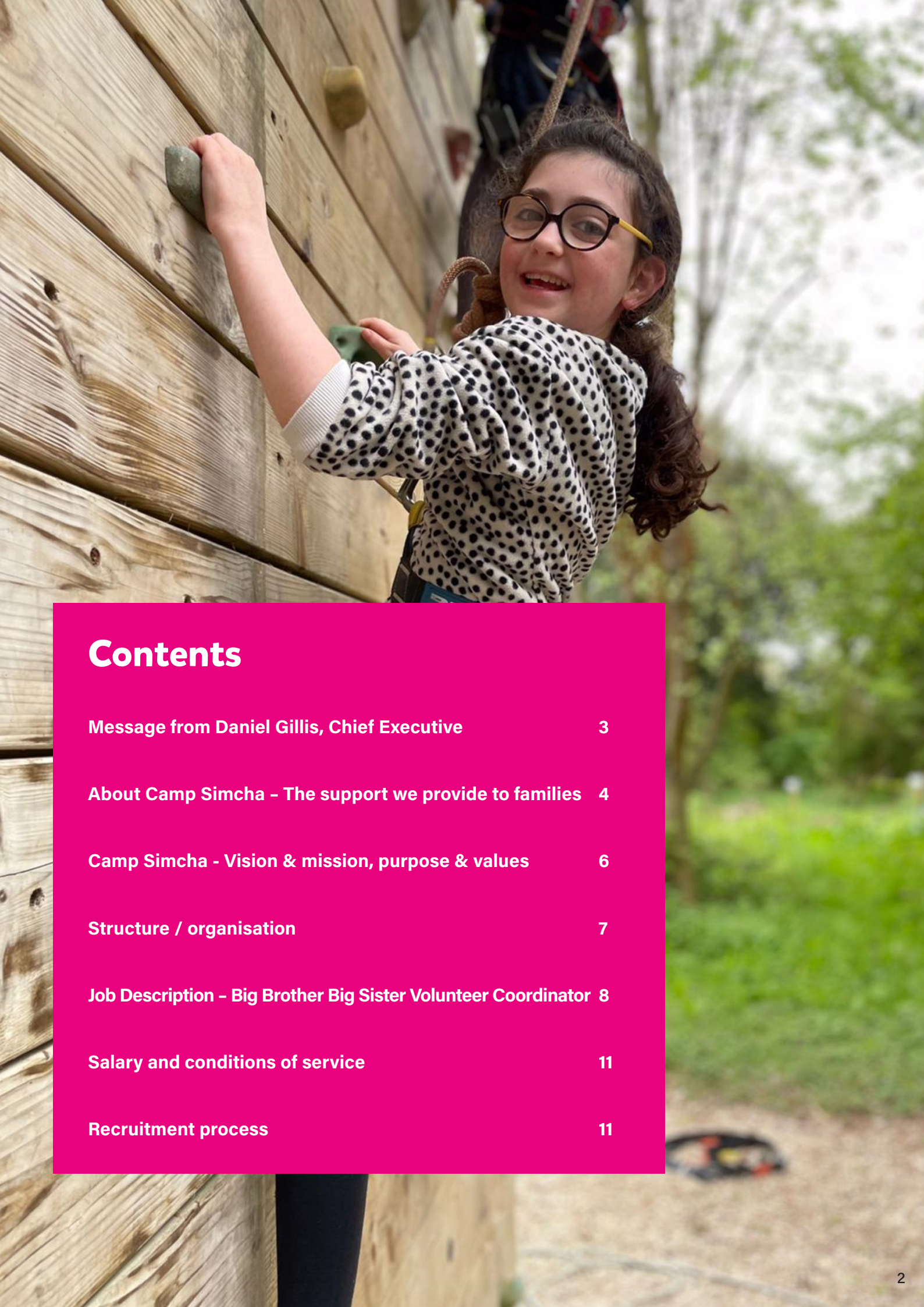
**MAKING A
DIFFERENCE
FOR SERIOUSLY
ILL CHILDREN**

Big Brother Big Sister Volunteer Coordinator



Candidate brief





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MESSAGE FROM DANIEL GILLIS, CHIEF EXECUTIVE



Dear Candidate

Thank you for demonstrating your interest in the position of Big Brother Big Sister Volunteer Coordinator.

Camp Simcha provides vital practical, therapeutic and emotional support to seriously ill children and their families in the UK Jewish community. Our mission is to ensure that no Jewish family, anywhere in the UK, with a child affected by serious illness should have to suffer without our support.

Annually, we support over 1,700 Jewish family members with children suffering from a range of over 50 serious, life-threatening or chronic medical conditions, premature babies and those affected by acute physical trauma. Our practical and therapeutic services and powerful positive experiences aim to lessen families' daily burdens and improve their emotional wellbeing, so that they can cope better with the distress, anxiety and upheaval of receiving a serious diagnosis. All of the support we offer is free of charge and is accessible throughout the UK, regardless of Jewish affiliation or observance. In addition, our hospital programme reaches c.12,000 sick children of all faiths and none, in over 120 children's wards across London and Manchester.

Camp Simcha is a truly special charity and I feel sure that the right candidate will find this to be a hugely fulfilling role.

Warm regards

Daniel Gillis
Chief Executive

ABOUT CAMP SIMCHA

THE SUPPORT WE PROVIDE TO FAMILIES



We support children with over 50 different medical conditions, which fall into 6 key areas:

- **Life-threatening illnesses** like cancer, brain tumours and Tay Sachs
- **Life-limiting illnesses** like muscular dystrophy and cystic fibrosis
- **Chronic medical conditions** like Crohn's disease and Type 1 diabetes
- **Premature or ill babies**, often this is a short term support service to get them through the first few months
- **Serious mental health conditions** like eating disorders and severe anxiety or depression
- **Acute trauma** from accidents and short-term illness such as meningitis



PRACTICAL SUPPORT

Family liaison officers (FLO): Each family's dedicated support worker is available 24/7, offering emotional support and arranging a bespoke package of care.

Crisis food support: A hot meal delivered to a family in the throes of a health crisis can make a huge difference.

Hospital transport: We offer a 24/7 transport service to help reduce the stress of getting a sick child to hospital.

Home based respite care: Short-term respite delivered by qualified carers when parents urgently need a break.

Premature and sick babies project: Tailored support for families with a premature or seriously ill baby.

THERAPEUTIC SUPPORT

Home based therapeutic arts: 1:1 sessions enabling ill children and their siblings to creatively express their emotions.

Formal counselling: For parents and older siblings struggling to cope emotionally with their situation.

Parent peer support: Opportunities for parents to gain strength from others facing similar challenges through social and therapeutic events.

Animal assisted therapy: Home visits of specially trained dogs to bring comfort to a sick child or siblings, and our equine therapy programme.



POWERFUL POSITIVE EXPERIENCES

Big Brother & Big Sister volunteers: Volunteers who spend 1:1 time with the children, visiting weekly and taking them on outings and Camp Simcha events.

Sibling support: Events and activities for siblings, the forgotten sufferers.

Keshet summer scheme: A programme of uplifting outings and activities for seriously ill children allowing their parents invaluable respite.

Children's residential retreat (UK): A chance for ill children to spend four days away making memories with their peers, with all their medical needs catered for, providing vital respite to parents.

Family retreat: A few days of restorative fun and relaxation for the whole family, enjoying amazing activities and time with others who share their burden.

Parties and outings: Theme park trips, concerts and Camp Simcha parties bring joy to suffering children.



CAMP SIMCHA

VISION & MISSION

PURPOSE & VALUES



Our Vision and Mission, Purpose and Values are ingrained in our culture and play an intrinsic role in our strategic focus and decision-making.

VISION & MISSION

- Our Vision is that no Jewish family, anywhere in the UK, with a child affected by serious illness should have to suffer without our support.
- Our Mission is to provide bespoke, unconditional, practical and emotional support to Jewish families where there is serious childhood illness. We bring hope and joy by providing powerful, positive experiences.

PURPOSE

WE BRING JOY & HOPE TO FAMILIES

WE BUILD A FAMILY FEELING

WE PROVIDE INDIVIDUALLY TAILORED SUPPORT

VALUES

- **We are family-focused**
- **We are loving**
- **We are intuitive**
- **We are collaborative**
- **We are positively Jewish**
- **We are dependable**



STRUCTURE/ORGANISATION:

THE TEAM

There is a real sense of family amongst the staff team – warm yet professional – and many of our team are long-standing members of staff.

SENIOR LEADERSHIP TEAM

Chief Executive – Daniel Gillis

Head of Family Liaison – Rachely Plancey

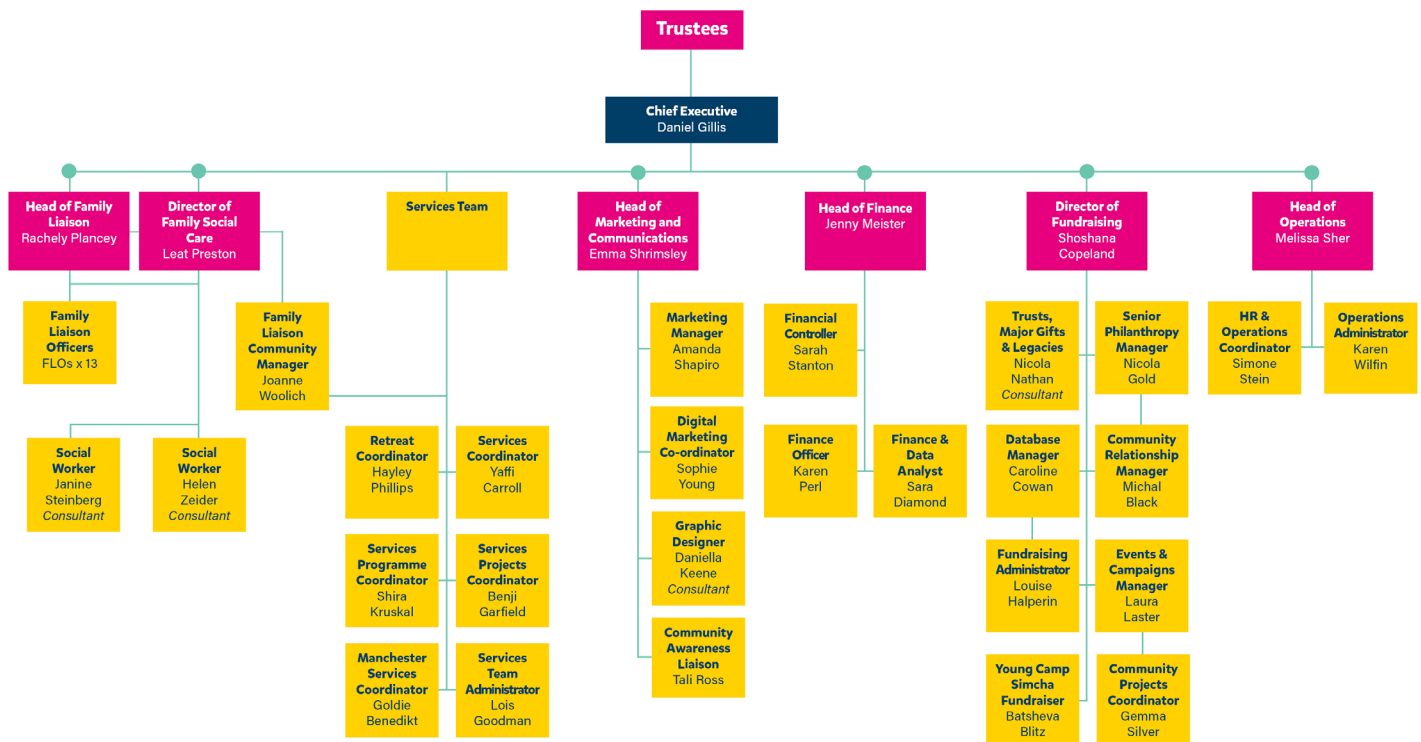
Head of Operations – Melissa Sher

Head of Finance – Jenny Meister

Head of Marketing and Communications – Emma Shrimley

Director of Fundraising – Shoshana Copeland

Director of Family Social Care – Leat Preston



JOB DESCRIPTION

BIG BROTHER BIG SISTER

VOLUNTEER COORDINATOR



As demand for Camp Simcha family services continues to grow, we are looking for a warm, energetic and highly proactive Big Brother Big Sister Volunteer Coordinator to help us welcome, inspire and support the next generation of volunteers. This role will focus on building strong relationships with young volunteers and encouraging them to get involved in the Big Brother Big Sister programme. The postholder will be someone who enjoys connecting with people, feels confident reaching out directly, and can bring creativity and enthusiasm to growing our volunteer community.

MAIN OBJECTIVE

- To support the Services Team by proactively recruiting, engaging and retaining young volunteers for the Big Brother Big Sister programme.

KEY ROLES AND RESPONSIBILITIES

- Build and nurture a strong pipeline of Big Brother Big Sister volunteers, including young adults returning from gap-year programmes, students, and suitable Year 12 and Year 13 volunteers from selected schools.
- Use peer networks, direct outreach and friendly telephone follow-up to encourage potential volunteers.
- Help recruit volunteers for events, retreats, siblings club, ad hoc opportunities and other family service activities, approaching people in a positive and engaging way.
- Coordinate and assign volunteers to events and opportunities in partnership with the Services Team, taking account of availability, suitability and the needs of each family or event.
- Be a warm, approachable point of contact for Big Brothers and Big Sisters and young volunteers, helping them feel valued, supported and part of the Camp Simcha community.
- Support volunteer retention by keeping in regular contact, following up promptly and helping volunteers feel appreciated for the difference they make.
- Keep accurate volunteer information and help ensure records are up to date on the relevant database/systems, including volunteer status, interests, availability and involvement.

- Provide helpful administrative support to the Services Team, including event preparation, follow-up calls, reminders and clear notes of volunteer discussions or agreed actions.
- Offer practical support before and during selected Camp Simcha events, including time in the office during key pre-event periods and attendance at events where required.
- Bring creative ideas for volunteer recruitment and engagement, including talks or outreach to seminary/yeshiva returnees and selected school cohorts before they return or become available to volunteer.

ADDITIONAL RESPONSIBILITIES

- Work closely and collaboratively with Yaffi and the wider Services Team, taking a flexible approach as the role develops.
- Build positive relationships with staff, volunteers and relevant communal contacts to strengthen the pipeline of future Big Brother and Big Sister volunteers.
- Represent Camp Simcha warmly and professionally when speaking to potential volunteers, parents, schools and communal contacts.
- Undertake other reasonable duties connected to family service volunteering and young volunteer engagement as requested.

PERSON SPECIFICATION

PASSION AND COMMITMENT

Essential

- Passionate about working for a charity that supports seriously ill children
- A natural communicator, networker
- A self-starter and highly proactive

EXPERIENCE

Essential

- Experience of volunteering within communal organisations
- Experience of working in teams
- Experience of creating and implementing events/programmes

Desirable

- Volunteer management

KNOWLEDGE

Essential

- Knowledge of the Jewish community

SKILLS

Essential

- Proficient with Microsoft Office programmes including Outlook, Microsoft Word and Excel. Comfortable with all forms of modern digital communication
- Good relationship builder

Desirable

- Working with a database e.g. Salesforce

PLANNING AND DELIVERY

Essential

- Excellent organisational skills with the ability to plan ahead
- Ability to think creatively in relation to volunteering opportunities

PROBLEM SOLVING AND DECISION MAKING

Essential

- Ability to deal with challenging situations with volunteers, finding ways to manage their expectations positively

TEAMWORK AND PERSONAL IMPACT

Essential

- Ability to develop excellent working relationships with all Camp Simcha staff
- Meticulous attention to detail and 100% reliability
- Accountability: will take responsibility for own actions and promote good team working
- Openness: will share information and good practice appropriately
- Mutual respect: will treat others with courtesy and respect at all times
- Flexibility: ability to respond professionally to changing needs and demands

SALARY AND CONDITIONS OF SERVICE

Salary

£15 per hour

Place of Work

Flexible between the Camp Simcha office, Amélie House, 221 Golders Green Road, London NW11 9DQ and remote

Hours of Work

10-15 hours per week. Flexible working. The role involves some weekday evenings and occasional Sundays

Holiday entitlement

20 days + 8 Bank Holidays plus Jewish holidays (Yom Tovim only)

Full details, and terms and conditions of employment will be issued if an offer of employment is made.



RECRUITMENT PROCESS

You should make your application by email to simone@campsimcha.org.uk by sending your CV and a cover letter.

Closing date: 28th August 2026

Interviews: Week beginning 7th September 2026.

This job description is provided to assist the post holder to know their principal duties and is not exhaustive. It is inevitable over time the emphasis of the job will change without changing the general character of the job or the level of duties and responsibilities entailed. It may be amended from time to time in consultation with you, by or on behalf of your Line Manager without change to the level of responsibility appropriate to the grading of the post.

This role may involve occasional working out of hours.



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