Caring Matters Now

Support Coordinator Recruitment Pack

MESSAGE FROM THE BOARD

Since our founding in 1997, Caring Matters Now has grown from a small support network into a globally recognised charity, supporting hundreds of individuals and families affected by Congenital Melanocytic Naevus (CMN). Our mission is simple but powerful: to improve the lives of anyone affected by CMN by providing compassionate, personalised support and building an inclusive community where people feel they belong. Our work focuses on raising awareness and understanding of CMN, while also driving pioneering research to advance care and effective treatments.

We are proud of the impact we have achieved together. Through the dedication of our staff, volunteers, supporters, researchers and wider community, we have invested more than £1.4 million into research, built a strong network of support for families, and raised awareness of CMN across the UK and internationally.

As we continue to grow and deliver our ambitious strategic plans, we are seeking talented and passionate individuals who share our commitment to making a meaningful difference. The role you are considering represents an exciting opportunity to contribute to the future of Caring Matters Now and help us expand our reach, strengthen our services, and increase our impact. At Caring Matters Now, we believe our people are our greatest asset. We are committed to fostering a supportive, inclusive and collaborative working environment where individuals are empowered to thrive, develop, and make a lasting contribution.

If you are inspired by our mission and are looking for a rewarding opportunity to make a real difference in the lives of children, young people, adults and families affected by CMN, we would be delighted to hear from you.

We wish you every success with your application and thank you for considering a career with Caring Matters Now.

The Board of Trustees
Caring Matters Now

MESSAGE FROM THE CHIEF EXECUTIVE

Thank you for your interest in joining Caring Matters Now.

As Founder and CEO, I feel incredibly privileged to lead an organisation that has been supporting individuals and families affected by Congenital Melanocytic Naevus (CMN) for almost three decades. Every day I am inspired by the resilience of the people we serve and by the dedication of our team, who work tirelessly to ensure no one affected by CMN feels alone.

The work we do is both meaningful and life-changing. Whether supporting families through challenging times, raising awareness, delivering community programmes, or advancing vital research, every member of our team plays an important role in helping us achieve our mission.

At Caring Matters Now, our values are at the heart of everything we do. We are compassionate, courageous, collaborative, and committed to excellence. We embrace diversity, equality, and inclusion, and we strive to create a workplace where everyone feels valued, respected, and able to contribute their best.

This is an exciting time for our charity. We have ambitious plans for the future and are continuing to develop our services, strengthen our impact, and grow our reach both nationally and internationally. To achieve these goals, we need talented individuals who bring passion, expertise, creativity, and a shared commitment to making a difference.

If you are considering joining our team, I hope you will be inspired by the opportunity to contribute to an organisation that is transforming lives, driving research, and creating lasting change for the CMN community.

Thank you for taking the time to learn more about us. I look forward to the possibility of welcoming you to the Caring Matters Now Team.

Jodi Whitehouse
Founder & CEO, Caring Matters Now

ABOUT CMN

MEET ADA

Ada was born with CMN covering 70% of her skin. Scan the QR code to meet Ada's family and to hear how Caring Matters Now has been able to provide support throughout Ada's life.

What is CMN?

CMN is a dark, often hairy birthmark that can cover up to 80% of the body. There is an increased risk of developing melanoma when CMN is present on the skin.

It's more than a birthmark

CMN can affect body systems beyond the skin, causing neurological problems and medical complexities; in the worst cases, it can be fatal.

No effective treatment

Caring Matters Now funds a dedicated team of researchers in the UK who are working towards developing effective treatments. For now, the only help available is through the charity's Support Pathway.

Creating a brighter future

Caring Matters Now supports 900+ families affected by CMN. We are on a mission to create a brighter future for everyone living with CMN, and we need your help to achieve this.

TO FIND OUT MORE ABOUT THE WORK OF CARING MATTERS NOW GO TO WWW.CARINGMATTERSNOW.CO.UK

VISION

About Caring Matters Now

Since 1997, Caring Matters Now has grown from a kitchen table initiative into a global force of hope and transformation and is the only UK charity supporting anyone affected by Congenital Melanocytic Naevus (CMN). What began with one family's determination to offer support has become a movement that now reaches over 900 families worldwide, offering not just guidance, but a sense of belonging, purpose, and empowerment.

At the heart of our work are **three core aims**:

- Personal and compassionate support for anyone affected by CMN
- Raising visibility and understanding of CMN.
- Driving pioneering research to improve understanding, care and treatment for CMN

Our 2026–2031 Strategy is bold and ambitious: by 2031, **every person affected by CMN will feel seen, supported, and empowered**. To achieve this, we are building on 29 years of progress with a clear focus on six strategic pillars:

- **Support & Empowerment**: Expanding our reach and deepening our impact through regional networks and digital innovation.
- **Awareness & Advocacy**: Elevating the visibility of CMN through education, media, and public engagement.
- **Research & Innovation**: Sustaining world-leading research into the causes and treatments of CMN.
- **Capacity & Governance**: Strengthening our systems and structures to ensure resilience and excellence.
- **Fundraising & Financial Sustainability**: Diversifying income and building reserves to secure our future.
- **Communications & PR**: Amplifying our voice and uniting our community through powerful storytelling.

We are seeking members of staff who share our values - commitment, acceptance, respect, integrity, nurture, and growth - and who are ready to contribute their skills, experience, and passion to a cause that truly changes lives.

JOB ROLE

Job Title: Support Coordinator
Location: Home-based (UK) with occasional travel
Hours: 15 hours per week
Contract: Permanent
Salary: £25,000 to £33,000 FTE (pro rata for 15 hours per week)
Reports to: Head of Support

Main purpose of the job role

The **Support Coordinator** role is focused on coordinating and delivering high-quality support services and engagement opportunities for members, both online and in person, while supporting the recruitment, onboarding, and ongoing involvement of volunteers.

The role is responsible for planning and coordinating support activities, facilitating member engagement, developing support resources and information, and ensuring members have access to safe, effective, and well-organised support. Working closely with the Communications Team, the postholder helps identify and share relevant, supportive content that reflects members' needs and experiences.

The Support Coordinator plays a key role in building relationships with members, volunteers, and stakeholders, helping to strengthen the charity's support network and foster a positive and inclusive community. The role also contributes to monitoring member needs, gathering feedback, identifying emerging trends, and helping to shape and continuously improve the charity's support offer.

By coordinating people, activities and resources, the Support Coordinator helps deliver a consistent and engaging member experience, improves member participation and retention, strengthens safeguarding and risk management practices, and ensures support services are effectively connected across the organisation.

JOB DESCRIPTION

Key Responsibilities

- **Event Planning and Delivery** - Plan and deliver in-person, online and hybrid support events, including new member sessions, and attend events as required (including travel).
- **Member Support and Engagement** - Provide one-to-one support consultations, offer initial listening support, and refer concerns where appropriate. Manage and respond to the helpline and support email inbox.
- **Safeguarding and Wellbeing** - ensure appropriate identification, management, and appropriate escalation of safeguarding and wellbeing concerns.
- **Resources and Service Development** - Review, develop, and improve support materials, contributing to the continuous enhancement of support services.
- **Community Management and Communications** - Oversee closed social media groups and WhatsApp communications, maintaining safe and supportive spaces. Work with the communications team to produce support-focused content for social media and newsletters.
- **Volunteer Coordination and Development** - Coordinate volunteer recruitment, onboarding, and management processes, including maintaining the volunteer database. Alongside the Head of Support, plan and deliver volunteer training, including an annual training day, to support engagement and capability.
- **Programme and Operational Support** - Ensure effective and consistent support and volunteer processes and contribute to ad hoc projects and campaigns aligned with organisational priorities.
- **Team Coordination and Support** - Attend regular team meetings and check-ins and support internal coordination

PERSON SPECIFICATION

Essential

- Organised and able to manage tasks in a reliable and efficient manner.
- Proficient in Microsoft Excel, Word and Outlook, with experience using databases and carrying out accurate data entry.
- Strong team player with excellent interpersonal and communication skills.
- Able to work independently and effectively within a home-based working environment.
- Able to handle sensitive information with care, professionalism and confidentiality.
- Able and willing to travel as required.
- UK-based with the right to work in the UK.
- Willing to obtain and maintain an Enhanced DBS certificate (completed through the charity).

Desirable

- Experience with Caring Matters Now or similar organisations.
- Counselling, listening or family support skills/experience.

Personal Attributes

- Passionate about Caring Matters Now's mission and values.
- Proactive, collaborative and solutions focused.
- Creative, detail-oriented and empathetic to families affected by CMN.
- Able to build positive relationships with families, volunteers and professionals.
- Self-motivated, adaptable and able to work with minimal supervision while contributing effectively as part of a wider team.

ADDITIONAL INFORMATION

What We Offer

- Annual leave entitlement
- Pension scheme
- Flexible working arrangements
- IT equipment provided
- Training and development opportunities

All new employees will be subject to an initial probationary period of three months. During this time, performance, development, and alignment with Caring Matters Now's values and ways of working will be reviewed. The probationary period is designed to provide support, feedback, and guidance to help new employees settle successfully into their role.

At the end of the probationary period, a formal review will be conducted by the employee's line manager. Following this review, the probationary period may be successfully completed and confirmed, extended where additional development or support is required, or, in exceptional circumstances, employment may be terminated in line with the organisation's policies and procedures.

Prior to appointment, the following pre-employment checks will be completed:

- Two satisfactory references, including confirmation of previous employment where applicable.
- An Enhanced Disclosure and Barring Service (DBS) check.
- Verification of identity and right to work in the UK.
- Verification of relevant qualifications and professional memberships, where applicable.
- A commitment to ongoing learning, training, and professional development.

Upon commencement of employment, all mandatory induction and compliance training relevant to the role must be completed within the first four weeks. This training is designed to ensure employees understand their responsibilities and are equipped to contribute effectively and safely to the work of Caring Matters Now.

At Caring Matters Now, we are committed to supporting our employees to succeed, grow, and make a meaningful difference to the lives of individuals and families affected by Congenital Melanocytic Naevus (CMN).

HOW TO APPLY

We would be delighted to hear from you if you are interested in joining the Caring Matters Now team. If you would like to discuss the role informally or have any questions before applying, please contact Jodi Whitehouse (Founder & CEO) at jodi.whitehouse@caringmattersnow.co.uk.

To apply, please submit by email a covering letter outlining your suitability for the role and your motivation for applying, along with an up-to-date CV. Applications should be sent to **recruit@caringmattersnow.co.uk** no later than **Monday 31 August 2026.**

Shortlisted candidates will be invited to interview during the week commencing 21 September 2026.

Thank you for your interest in Caring Matters Now. We look forward to learning more about you and the experience, skills, and passion you could bring to our charity.