

Action for Pulmonary Fibrosis

Peer Support and Advisory Service Lead

Diversity

Action for Pulmonary Fibrosis is an equal opportunities employer and welcomes applications from all candidates irrespective of race, age, gender, sex, gender identity, sexual orientation, religion or belief, or marital or civil partnership status.

Purpose of the role

To develop and lead APF's Peer Support and Advisory Service so that more PF patients and carers benefit through good early peer support, information and advice that helps them to manage the challenges and changes that pulmonary fibrosis brings. To champion volunteering throughout the PF community and ensure that the service grows in a safe and sustainable way to enable more patients, carers and health professionals to volunteer where they so choose.

Key stakeholders:

- People living with pulmonary fibrosis: patients, carers and family members.
- Organisers and other members involved in the running of support groups.
- Medical professionals, APF staff, volunteers and fundraisers.

Reports to: National Support Manager

Responsible for: Support Line Adviser, Services Administrator

Main Duties are to:

Broaden the range and reach of APF services to benefit more people

Build our capacity to respond by attracting **more volunteers**, including people who have already benefited from APF's services, and healthcare professionals, and broaden the **ways we respond**, making good use of technology, so that more people can use the service via their preferred medium, be it phone, text, email, social media or online forums.

Develop the **quality and range of support** we offer, including peer expertise on areas such as work and benefits, bereavement and carer support. Develop a team of 'first responders' to give a friendly check-in with anyone who is newly diagnosed and/or newly referred to us and to assist at support groups.



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Establish excellent relationships, including with respiratory health teams and APF's patient and carer network, to **increase the number and diversity of referrals** so that more people can benefit from having good peer support, information and advice.

Ensure that volunteers have up-to-date information and guidance, for example, to aid signposting, safeguarding, and access to health and other services. Ensure all information meets APF's professional brand standards.

Work closely with APF's communications team **to raise awareness and reach** so that more people in the PF community become volunteers themselves. Develop **information** which responds to the issues callers raise, contributing new information pages for the website and developing new print resources.

Develop a **culture of volunteering** throughout the organization, working closely with other departments to champion, support and develop volunteers, including the fundraising 'Voices' network and research champions.

Liaise with APF teams to create events that attract, inform and inspire the PF community (patients, carers, supporters, partners) to volunteer with APF.

Ensure a quality, safe service and strong team

Ensure the **smooth running** of the service and that effective recruitment, training and development, call handling, monitoring, recording and supervision is in place.

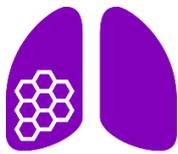
Line manage the **Support Line Adviser and Services Administrator**, ensuring they have the support and resources to feel confident and equipped in their roles and championing diversity at every level.

Ensure that appropriate **policies, guidance and procedures** are in place and develop a supportive structure, including peer supervisors, so that everyone feels supported as the volunteer team grows.

Ensure the team feel are clear and supported to meet APF's **quality standards**, and able to contribute to future service development.

Act as the **safeguarding lead** and ensure that staff and volunteers have regular training to understand and apply their responsibilities in the charity's safeguarding policy, liaising with admin team to ensure respective safety checks such as DBS are carried out.

Ensure the service is effectively costed, monitored and evaluated, so that we can **demonstrate the difference the service is making** and report on key trends and caller issues to inform APF's fundraising, communication and future service development.



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Person Specification

In your application for the role, please provide details of your experience against the selection criteria set out in part one below.

Part one: knowledge and experience

- Demonstrable experience of recruiting, managing and training volunteers, preferably within a health context.
- Experience of facilitating and engaging volunteers in person and via digital means.
- Experience of managing a helpline or similar service to budget and ability to plan ahead well.
- Good understanding of the challenges facing patients and carers living with pulmonary fibrosis.
- Understanding and experience as Safeguarding lead/experience vital.
- Excellent relationship builder - ability to coordinate a team of staff and volunteers and facilitate groups, online or face-to-face. Passionate about engaging and enabling patients and carers as positive role models.
- Able to develop and deliver training and materials, and commission trainers.
- Experience of operating in a modern digital workplace, including using digital tools to work collaboratively and productively.
- Excellent written skills, with ability to create quality patient information, and respond well to enquiries via email or social media or online forums.
- Experience of meeting busy deadlines, completing projects successfully and prioritising and planning ahead well.
- Experience of using a database to record and track information that helps to monitor services, drive improvements, demonstrate impact and increase funding.
- Understand GDPR and fundraising standards and able to put them into practice.
- Understands systems and processes that aid quality and reporting– able to ensure smooth running of service, 'call handling', monitoring and reporting.
- Empathy and emotional management – effective at managing own emotion; understand importance of reflective practice and supervision. Able to meet deadlines, work under pressure and shares APF's values.



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Part two: skills and working style

- Effective interpersonal skills and excellent relationships; can demonstrate emotional intelligence and empathy with others
- Able to exercise tact and discretion when dealing with sensitive personal information
- Adept at developing successful partnerships and building strong external relationships
- Proactive and creative problem solver; good at spotting and responding to issues arising
- Excellent digital and written communication skills, comfortable working across all media whether via telephone, email, online and social media or face-to-face
- Excellent facilitation and presentation skills, enjoys engaging with individuals and groups and speaking in public to motivate and inspire others
- Able to multitask, be a self-starter, pitch in and work collaboratively as part of a team
- Able to work flexibly; can drive and travel across the UK, including occasional weekends and evenings
- Committed to ongoing personal and professional development; positive and willing to learn and to sharing learning with the team