



Action for Pulmonary Fibrosis

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.

Regional Support Coordinator (South)

Main purpose of the role:

- To contribute to improving the quality of life of people living with pulmonary fibrosis (PF), by developing and strengthening a network of peer support throughout the region, that helps patients and carers to feel more informed, supported and empowered to manage the challenges that life with pulmonary fibrosis brings.

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

Main Duties are to:

- Develop and strengthen a network of thriving support groups in the region in line with best practice guidance, so that more PF patients and carers feel connected, supported, informed and empowered to access support and make decisions that aid their health and wellbeing
- Coordinate and develop a team of regional volunteers, ensuring they have training and support to feel confident ambassadors for APF
- Establish regional engagement events such as digital meetings and webinars, to ensure that the voice of patients and carers is heard and drives change and support groups have access to ongoing training and information to aid quality of life
- Establish excellent relationships with regional healthcare teams, encouraging early referrals and timely access to good quality support, and to explore new service opportunities that benefit patients and carers
- Ensure a regular flow of news, stories and images, and that APF information about your region is up-to-date and accurate, including on the APF database, website, newsletter and social media, so that more people know about support available
- Contribute to monitoring and evaluating APF's work in your region and ensuring that work is on target and on budget
- Represent APF to people living with pulmonary fibrosis, healthcare professionals and other interested parties, and promote our work
- Work with the fundraising team to help secure further funding for the service

- Keep informed of developments in the fields of support group development and working with volunteers, and develop relationships with key organisations and individuals in all these areas
- Keep up to date with developments in pulmonary fibrosis treatments & NHS policies
- Work on projects as agreed with the National Support Manager from time to time

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 managing, running or working with support groups, preferably within a health context, and understanding the many challenges facing patients and carers living with pulmonary fibrosis
- Adept at developing successful partnerships and building strong external relationships, particularly with those working in an NHS setting
- Good understanding and experience of working with volunteers, facilitating and engaging groups, and operating effectively in both a digital and face-to-face world
- Experience of operating in a modern digital workplace, including using digital tools to work collaboratively and productively
- Experience of writing and gathering stories and supporting the production of communication materials such as online information, video, social media and print
- 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

Part two: skills and working style

- Effective interpersonal skills; 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
- 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

Terms of Appointment

Contract: Permanent, part time, 25 hours per week.

Salary: £25,000 - £32,000 dependent on experience, pro-rated.

Pension: Automatic enrolment to workplace pension unless already an active member of a qualifying workplace pension.

Holiday: 25 days per holiday year (1st Jan to 31st Dec) plus 8 bank holidays, pro-rated.

Location: Home working with regular travel within the region (and to the national office in Peterborough) once the pandemic restrictions are lifted.

Regional scope: Geographical area to the south of Peterborough, with a special focus on London and the South-East (including London, Kent, Surrey and Sussex) and a growing network in the South West and South coast, and into South Wales. You will need to be well placed to travel throughout your region.

Hours: Normal hours are 9am to 5.30pm with flexibility to maintain a good work/life balance. The role will involve some out-of-hours work, with time off in lieu.

Other benefits: The ability to flex hours, take 'time off in lieu' for extra hours worked, and access training / support for your personal development.

Equipment: Work phone and laptop.

Probationary and notice of termination periods: You will be subject to an initial 6 months probationary period during which notice is 1 week on both sides and then extending to two months thereafter.