

Job Specification: Scotland Support Coordinator

Main purpose of the role:

- To develop and strengthen a network of support that aids quality of life for people living with pulmonary fibrosis (PF) throughout Scotland

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:

- Recruit and develop a team of volunteers, particularly from the PF community, to take an active role (such as telephone befrienders or at support groups), ensuring they have training and support to feel confident in their roles and as ambassadors for APF
- Establish excellent relationships with regional healthcare teams and partner organisations to explore new service opportunities that benefit patients and carers, including by increasing referrals to APF services for support
- Ensure that PF support groups in Scotland are well run, in line with best practice guidance, and that new support groups develop across the region to meet need
- Establish regional events, training, digital meetings and webinars, that aid quality of life to ensure that the voice of patients and carers is heard and drives change
- 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, magazine 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
- Keep informed of developments in pulmonary fibrosis treatments, NHS / government policies, and other relevant areas such as working with volunteers
- Work with the APF team as appropriate in all the above and to help secure further funding for the service
- 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 digitally and face-to-face
- 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 (online or print information, video, social media)
- Experience of meeting busy deadlines, completing projects successfully and prioritising and planning ahead.
- 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

In your application, please include if you have lived experience of pulmonary fibrosis.