Job Description

This job description serves to illustrate the type and scope of what is required for the above post and to provide an indication of the required level of responsibility. It is not a comprehensive or exclusive list and duties may be varied from time to time, they will not however change the general character of the job or the level of responsibility entailed.

Section 1 - Job Details

Job title	**Community Connections Officer**
Directorate area	**MSS Cymru (Wales)**
Department/Team (if applicable)	
Reports to	Community Connections Manager
Direct reports	None
Job Location	Office-based in South West England. (Cornwall, Devon, Somerset, Bristol, Gloucestershire, and Wiltshire with flexibility to work remotely (we will consider home-based applicants for those outside of the Wales area but within the project area).
Contracted hours	**Full Time**

Section 2 - Job Purpose

This is a 'time-limited' 'test and learn' externally funded project. The 'Community Connections project' –will help people living with and affected by MS to navigate support services ensuring that they have access to the support they require, at the time of their choice, and is delivered in a way that best suits their individual needs.

Section 3 - Key Responsibilities/Accountabilities
(Normally between 4 and 10)

	Responsibility/ Activity
1	To support, navigate and signpost people with MS to local and internal services and activities that meet their needs.
2	Developing relationships with local service providers and MS professionals who can support the MS community.
3	Promotion and raising awareness of the service locally and attending events/activities
4	Recruit, train and supervise a team of community connector volunteers
5	Effective delivery of the project objectives managing day to day work and processes to ensure effective and efficient delivery of the project across Wales and South West which includes support for people with MS (this can be f2f, phone, virtual, group working) and working with stakeholders/partners.
6	Team working developing and maintaining effective working relationships across the department, directorate and organisation as a whole.
7	Monitoring and reporting on performance maintaining appropriate service statistics and reports as required and taking corrective action promptly when necessary

Section 4 – Dimension of the role

Resources	Responsible for the proper use and safekeeping of IT assets within scope of role
Staff/Volunteers	Will recruit, train and manage Volunteers in project area
Budget	No budget responsibility
Key relationships	The post holder works closely with MS Cymru Team, Regional Development Team, Services Team - Helpline, and Volunteering, Other teams in the Community Networks Team, Local Group coordinators and Support Volunteers. External The post holder works closely with Other MS-related organisations and charities, especially MS Therapy Centres, Third Sector organisations, Health professionals and Statutory services.
ISO	Responsibility for undertaking relevant actions and responsibilities according to the role assigned within ISO

Section 5 – Key deliverables

	Measures of success
1	Community reach - increased numbers of people who actively engage with the MS Society
2	Working with more stakeholders/partners in the project region
3	Project is meeting its key objectives
4	EDI – increased diversity of service users and community groups

Section 6 - Competencies

Competency	Level required (see below)	B	E	A	T
Fosters co-production	**Level 2**		X		X
Open to change and innovation	**Level 2**	X		X	
Sound decisions	**Level 2**		X	X	
Collaborative working	**Level 2**				X
Effective communication	**Level 2**			X	X
Outcome focussed	**Level 2**	X			X
Inclusivity	**Level 2**				X
Accountability	**Level 2**	X	X	X	X
Tech savvy	**Level 2**	X		X	

Level	
5	**Strategic –** Wide advanced knowledge of organizational policies, practices and procedures across the organization or detailed theoretical, practical and procedural knowledge of a specialized area. Provides expert knowledge and insight on a range of subjects and/or groups relevant to MS and represents the MS Society externally. Translates vision, strategic aims and direction in clear terms that people can relate to and action. Makes significant and influential decisions and facilitates appropriate resources.
4	**Expert/ Recognised authority** – Demonstrates expert knowledge and relevant and appropriate professional leadership and influence. Colleagues consistently perform a task or activity to higher levels having an intuitive grasp of what is required to be delivered, how it impacts across other areas of activity and how it may be improved for the benefits of the MS Society. Colleagues have an in-depth understanding and focus upon building expertise, they are the go-to person and have a reputation for being knowledgeable in this area and are able to apply their existing skills and knowledge to new or emerging challenges. Has responsibility for managing significant resource (people, budget etc) associated with the function/activity.
3	**Complex** - Roles with or without line management responsibility where they are required to use knowledge gained through experience, professional or technical qualification on complex information or raw data for typically non-routine problems upon which own judgment needs to be applied without further instruction or guidance to work with others to overcome obstacles and deliver outcomes across teams/department.
2	**Enhanced** - Roles with or without line management responsibility but accountable for casework/ face to face service provision/ internal/external

	process and or people (including volunteers) e.g. first line managers of people or process. Colleagues have knowledge of requirements of a team/function, contribute to building and maintaining successful internal and external relationships and collaborate to deliver effective outcomes. Colleagues use knowledge and understanding to organise and/or manage work, tasks and processes, can solve routine issues and contribute to the development of new practices and procedures.
1	**Foundation –** roles make an individual contribution to the MS Society with no process or line management responsibility. Colleagues have a fundamental knowledge and understanding of what is required to carry out the role and how it connects to other roles and activities. Understand what is required to be carried out and has the competence and skills to carry out the activities.

Section 7 - Learning & Development requirements
(List L&D requirements for role)

Foundation (mandatory)	Mandatory
Additional internal learning/ courses required for role	**In line with project requirements – onboard process with external funder.**
Other professional training/qualification required	

Section 8 - Person specification (knowledge, experience, skills and attributes needed for the Job)

Those that are marked as essential and will be tested at application stage (A) will be used as shortlisting criteria for determining who will be invited to interview. There should be no more than 7 shortlisting criteria.

Requirement	Essential	Desirable	Tested*
• A levels/equivalent qualification or relevant professional experience.	X		A
• Experience in Community development and working with a wide range of stakeholders/organisations	X		A,I
• Substantial experience of providing information and support on a range of topics by phone, virtual or in-person	X		A,I
• Experience in managing volunteers		X	I, P
• Experience delivering interactive group training		X	I
• Demonstrable commitment to collaborative teamwork.	X		I,P
• Good organisational and workload management skills.	X		I,P

	X		I,P
• Excellent written and verbal communication skills, and IT Skills	X		I,P

*Tested – A (application), I (interview), T (test or Assessment), P (through performance reviews including probation, 1:1's and PDR)

Section 9 – Additional Information and Requirements

Confidentiality	Ensure that essential information of a sensitive and/or personal nature is not disclosed to, or discussed with, inappropriate persons and that all information is maintained in accordance with the GDPR and other related legislation/requirements.
Equality, diversity and inclusion	Ensure all duties are carried out in a manner which promotes the MS Society's equality, diversity and inclusion policies and practices. As a charity whose primary focus is to support and improve outcomes for those with a disability, we expect all colleagues to be curious and innovative in identifying and removing any barriers experienced by those with disabilities whilst working with us.
Health & safety	Promote a health and safety culture, observe all health and safety rules and procedures and complete training courses, as required.
Safeguarding	MS Society are committed to recruiting with care and to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. Background checks and Disclosed Barring Service checks will be required for this role.
Digital, data and Technology	Competently utilise technology to perform the role including internet-based voice and video calls, Microsoft Office applications, the MS Society intranet, human resource and finance systems, case management system software and other bespoke MS Society software and applications.
Key contacts/ relationships	Internal The post holder works closely with MS Cymru Team, Regional Development Team, Services Team - Helpline, and Volunteering, Other teams in the Community Networks Team, Local Group coordinators and Support Volunteers. External The post holder works closely with Other MS-related organisations and charities, especially MS Therapy

	Centres, Third Sector organisations, Health professionals and Statutory services.
Unusual specific physical/mental demands associated with the role	Mental demands - Listening to people talk about their MS and helping them navigate support.
Travel requirements	Travel in the project area will be required
Unsocial hours	There may be occasional evening and weekend workin line with project objectives

Last updated 6th August 2024