

Engagement Support Officer (part-time – 31 hours a week)



Main purpose

Reporting to the Head of Children and Families Services, the main purpose of the role is to provide support and information to patients and their support networks, and to raise awareness of liver disease.

Location

Home-based. There may be some unsocial hours (e.g. evening support groups and weekend events) and travel to meetings outside of your immediate local area.

Job Description

1. Facilitating online and face to face Liver UK patient support groups.
2. Monitoring of Liver UK online community.
3. Working with Young People Digital & Engagement Officer on young adult's service projects as agreed with the head of service.
4. Attend agreed events and activities including industry events and Love Your Liver roadshow events.
5. Identifying and supporting patient and carer representatives for PPI (Patient and Public Involvement) projects.
6. Support the development and launch of clinic visit programme for paediatric centres.
7. To work with the fundraising team, supporting fundraising applications and identifying income-generating opportunities within the scope of this role. Including Information collection and recording for evaluator team in connection with National Lottery funding.
8. Keeping detailed records of groups, people, meetings, discussions, e-mails and phone contact, in order to ensure that relationships are developed and monitored and KPI metrics are recorded and reviewed.
9. Work co-operatively and proactively within the Outreach team including regular team meetings and collaborate as required with the young people's service.
10. Providing monthly reports, including activity updates. Proactively monitoring progress against agreed outcomes and milestones.
11. To work with the communications & policy team, providing information for relevant campaigns, media work and communications activities.
12. Drive internal best-practice and information sharing across Liver UK to help us provide the best possible support and information.

Key Deliverables

Area of work	Deliverables	Activity
Patient support & information	F2F and virtual support groups	Planning, delivery, and documentation of allocated F2F and virtual support groups (mix of activity across the service including young people and adult support offering)
	Outreach communications	Monitoring and responding to emails received to the 'Outreach' account
	Webinars and online education events	Planning, delivery and follow up of allocated talks/ webinars
	Campaigns	Working to spread info regarding our key campaigns e.g. Sound the Alarm, Love Your Liver month, Yellow Alert
	Clinic visiting programme	Support as required with the Paediatric centres clinic connector project
Health promotion	HCP Engagement including Hospital visits	Develop relationships with clinicians, engaging with patients, promoting our services and resources
Outreach	Talks	Awareness and engagement presentations to corporates and other public groups
	Clinician projects	Pilots/research projects/other HCP activities we deem of importance
Policy	Policy asks	Working to deliver allocated aspects of policy campaigns and asks
Love Your Liver	Roadshows	Attendance at allocated roadshows
Online community	Monitoring of Health Unlocked forum	Respond to posts with appropriate signposting/info
PPI	Delivery of PPI projects	Involvement to deliver projects as directed, e.g. focus groups, patient surveys etc.
Project management	Project planning, internal collaboration	Keeping on top of project and strategy goals, working in collaboration to further our FR/comms objectives

The above description is not intended to be exhaustive, and the job holder may be asked to take on other duties and tasks as required by your line manager. This document is a guide to the nature and main duties of the role as they exist currently but is not intended as a wholly comprehensive or permanent schedule and does not form part of the contract of employment.

Person Specification

We are a growing national charity, tackling a huge health challenge. This role would suit someone with a track record of delivering outreach projects and patient support excited by the prospect of playing their part in helping to achieve transformational change in liver health outcomes in this country.

Experience

Essential
Experience and evidence of successful involvement with outreach projects
Experience of planning and facilitating support groups
A track record of working on multiple projects and managing work streams to achieve timetables and important deadlines, and deliver against commitments
Desirable
Experience of working in a health charity
Previous involvement with health promotion projects
Skills and abilities
Excellent verbal and written communication skills
Demonstrable commitment to highest levels of customer service

Excellent IT skills, especially Word and Excel; good working knowledge of using the internet to support your work
Ability to quickly adapt as projects change and grow
Understanding and empathy of the issues the charity is concerned with
Commitment to diversity, non-discrimination and equality of opportunity
Targets and KPIs
Experience of working to and achieving targets and KPIs

Liver UK Values	What staff members can expect from Liver UK	At Liver UK staff members are expected
Aspiration We think big about our impact and take managed risks to deliver our goals	To have work that challenges them to achieve. To be proud of what Liver UK achieves. For things which don't work out to be treated as learning opportunities.	To demonstrate commitment to the strategic goals of Liver UK. To be flexible in order to achieve our goals. To willingly share ideas that may progress our goals.
Pioneering We lead the way, build consensus and work in partnership to promote the best possible liver health	To have opportunities to work with a range of stakeholders. To be kept informed of developments within the wider liver world.	To represent Liver UK professionally and passionately in all external interactions. To collaborate both internally and externally. To be positive and inspirational.
Empathy We are compassionate, showing respect, kindness and understanding to both those we support and one another	To be valued, respected and recognised for the contribution they make. To be treated with kindness. To be listened to and have the opportunity to influence.	To have an understanding of liver disease and its impact on people's lives. To treat one another, and our stakeholders with kindness. To listen with an open mind to their colleagues.
Integrity We bring trust, honesty, and pride to everything we do	To be trusted. To be consulted on changes that affect them and their work.	To be open and honest with leaders if they have any concerns. To be dependable and trust worthy.
Equality We work to remove inequality from our organisation and to reduce health inequalities for those we serve	To be part of a culture of equality of opportunity, diversity and inclusion. To have any concerns over discrimination addressed appropriately.	To actively participate in a culture of diversity and inclusion. To strive for accessibility of services they work within.