



## JOB DESCRIPTION

Job Title	Member Support Assistant
Hours	7 hours per week
Working Pattern	2 days per week, worked 3.5 hours per day One of these days to be worked on Thursday, allowing overlap with other team members for team-meetings and facilitation of the monthly Community Chat on the 2 <sup>nd</sup> Thursday of the month.
Pay	£11.89 per hour
Benefits	21.56 hours annual leave including statutory holidays Full Time Equivalent (FTE) is 33 days including statutory holidays
Contract	Permanent
Location	Home-based within the UK, with travel once or twice a year for an in-person team meeting held in central London. Travel time is paid and will be given back as time off in lieu if needed.
Line Manager	Volunteer Manager

### Cavernoma

1 in 625 people have a cavernoma; a cluster of abnormal blood vessels in the brain or spine that look like a raspberry. Whilst most people don't experience symptoms, those who do can have haemorrhages, seizures, headaches, neurological problems and a range of other life impacting symptoms.

### Cavernoma Alliance UK

Cavernoma Alliance UK (CAUK) is a member led organisation, run by and for those impacted by cavernoma. We work from a model of empowerment, recognising the value of our members' lived experience to provide mutual support, improve standards of care and drive research into finding a cure. We are there for people at every point in their lives, providing holistic person-centred support. All that we do is underpinned by our values of being: Empowering, Inclusive, Informative, Trustworthy, Confidential and Approachable.

### 'Caver-no-more 2030' Strategy

Since 2005 CAUK has grown from a volunteer led organisation based in Dorchester to a UK wide registered charity that now has 4 part-time permanent staff (all home-based), 50+ volunteers, 4000+ members and also the support of self-employed contractors. In 2021 we

launched a Strategic Development Plan for 2021 to 2024 titled 'Caver-no-more 2030' to support our vision "to help find a cure for cavernoma by 2030" and our mission to "to promote and protect the physical and mental health of all those affected by cavernoma. In 2023 we reviewed progress being made against our strategy. As an outcome we took the decision to give greater priority to the promotion of cavernoma research (pre-clinical, clinical and translational), in addition to our patient information and support services. Our support services include a helpline, buddying, counselling, online support groups, meet-ups, webinars, lectures, newsletter, leaflets, website and social media.

## **Role**

The Member Support Assistant is responsible for assisting the Volunteer Manager with administration relating to the support of the charity's 4,000 members and volunteers. This includes offering a professional service to members of CAUK, typically via phone, email, online, chat, or on occasion in person. The role involves supporting the membership and volunteering processes, ensuring all admin is accurate and up to date. Over time the post-holder will be expected to build a good working knowledge of members and volunteers. They will also be expected to develop strong communication skills, including active listening and the clear articulation, alongside the ability to multitask, manage time and prioritise.

## **Responsibilities**

- Activate new member requests from people asking to join CAUK, where the request is missing biographical information or the request has come from a spammer.
- Reply to emails sent to the Helpline on days when cover is needed, using template responses provided and sign-posting to appropriate resources as needed.
- Facilitate a monthly online Community Chat via zoom for one-hour (2<sup>nd</sup> Thursday of the month) and then follow up with members by email as needed.
- Monitor the Volunteer WhatsApp groups when the Volunteer Manager is unavailable, and respond in a timely and appropriate manner to messages from volunteers.
- When members are matched with a buddy through the CaverBuddy scheme, under-take the administration associated with this including: monitoring figures, updating spreadsheets, following up on evaluations and phone calls to co-buddies.
- When members request counselling through the funded Therapy scheme to follow up with CAUK's therapist to progress this request, sharing with the Volunteer Manager.
- Alongside social media volunteers, monitor and reply to messages sent to the charity's Facebook/Instagram accounts, respond to requests to join the closed Facebook group and reply to posts where CAUK is tagged or a response is needed.
- Alongside the medical alert card volunteer, support with the printing and posting of wallet-sized cards which members can request to alert other people to their needs as a person living with cavernoma.
- Provide administrative support to the volunteer led in-person meet-ups that take place around the UK once a week in the month of March for Brain Awareness Week (e.g. sending out facilitator packs, notifying volunteers of who has registered etc.)

- Assist with the delivery of training for new and existing CAUK volunteers led by the Volunteer Manager, ensuring all administration in respect of this is kept up to date.
- Assist with the administration of DBS checks/update service, including checking when renewals are due, sending out new DBS emails, following up once a DBS is made to include the update service and keeping internal records updated.
- Assist with the follow-up of reference requests made by the Volunteer Manager to which a response has not yet been received.
- Apply updates to the Volunteer Handbooks (Helpline and Peer-to-Peer Supporter) at the direction of the Volunteer Manager, before then distributing to volunteers and sending on to the Charity Manager for uploading to the volunteer section of the website.
- Organise volunteer paperwork on the CAUK Google shared drive as requested by the Volunteer Manager.
- Schedule Zoom meetings and update calendars as required relative to the needs of CAUK members and volunteers.
- Generally, to provide assistance with member records held on the charity's database as requested by the Volunteer Manager and to provide any other assistance as required by the Volunteer Manager.
- Along with other CAUK staff and volunteers flag any concerns arising as and when identified on social media, in particular the closed CAUK Facebook Group, with the Volunteer Manager who will escalate to the Charity Manager as needed.
- Be an engaged member of the CAUK staff team. Working in a collaborative, mutually supportive and transparent manner that ensures every team member has visibility of the others activities and the opportunity where appropriate to contribute and shape these.
- Adopt and comply with CAUK's policies/procedures and regulatory frameworks, including:
  - Code of Conduct
  - Health & Safety
  - Data Protection and privacy
  - Regulatory standards and probity
  - Human Resources policies and procedures
  - Equality and Inclusion
  - Work with the Volunteer Manager to monitor/review own performance

## **Person Specification**

### ***Essential Experience and Skills***

1. At least 2 years' experience of managing administration processes efficiently;
2. Strong organisational skills, prioritising to make the best use of the time available;
3. Good understanding of the issues faced by people living with a neurological condition;
4. Experience of using and maintaining a database or equivalent to store and retrieve data, alongside strong general IT skills, ideally including Gmail and Google Workspace (sheets and documents), Calendly, Mailchimp and Zoom. Training will be available;

5. A quick learner, able to adapt existing knowledge and experience, to tackle new queries as they arise with support from the Volunteer Manager;
6. Good communication skills, with an ability and willingness to adopt an inclusive communication style particularly for members experiencing neurological challenges;
7. Team player who is flexible in their approach and responsive to emergent needs, appreciating the challenges of working for a small charity;
8. Commitment to values-based working and adhering to organisational policies and procedures, as required to keep workers and members safe;
9. Ability to work within organisational framework whilst utilising own initiative;
10. Willingness to learn and develop, pro-actively investing in personal development;
11. Hold a valid Disclosure and Barring Service (DBS) certificate (this can be organised if you do not hold a DBS certificate but you must be willing to undertake checks).

***Desirable Criteria***

12. Lived experience of cavernoma, or a similar condition, either personal or through supporting others, and a drive to apply this experience for the betterment of others;
13. Previous experience of working with a charity and/or volunteers.

Important Note: No role profile can cover every issue which may arise within the post at various times. The post holder is expected to carry out other duties from time to time, which are broadly consistent with those described.