

Job Statement

Role: National Support Co-ordinator (General and Specialist)

Location: Home Based

Hours: 22.5 hours per week

Contract type: Permanent

Salary banding: £24K - £28K pro-rata

Reports to: National Support Manager (NSM)

Key Relationships: Support Team, myaware members, healthcare professionals

Job Purpose: Deliver support and advice through myaware services, whilst proactively maintaining and increasing membership of myaware for people living with myasthenia, their families, and carers. Raise awareness of myaware's work through annual initiatives and through relationships with Healthcare Professionals and other organisations.

Main Responsibilities

Support of members:

- Proactively maintain and increase membership of myaware including people with myasthenia, their families, carers, and health care professionals.
- Deliver online information and discussion sessions for general membership, new members, those with specific conditions including CMS, LEMS, and those in age categories such as 18-39 and parents of children with myasthenia.
- Deliver empathetic support and advice to people living with myasthenia, their families and carers whilst ensuring information is appropriate to all UK nations.
- Answer medical questions from members by providing answers given by the myaware Medical Committee.
- Signpost members to information including internal sources such as the myaware website and relevant external organisations.
- Promote myaware services including the Welfare and Benefits Service.
- In conjunction with the NSM, manage myaware's social media platforms and closed groups to encourage peer support and engagement by providing relevant and informative topics.
- Maintain efficient administration of membership and moderation of myaware closed Facebook groups.
- Contribute to content for MyNews, the website and literature where required.
- Train, motivate and support volunteers ensuring they are working within the guidelines of the organisation.

Awareness

- Raise awareness of myaware's work to support people with myasthenia through annual initiatives such as My Awareness Month and Rare Disease Day.
- Develop and maintain relationships with healthcare professionals and support or umbrella organisations to ensure myaware's status as a reliable source of information in relation to myasthenia in the UK.
- Work in conjunction with Oxford Referral Centre for CMS syndromes to provide support and advice to people affected by CMS.
- Promote myaware's support services including online support sessions, social media support and specialist services.
- Contribute towards promotion of information gathering activities such as surveys and reports.

CRM Database:

- Creation and maintenance of new and existing member records with an emphasis on broadening consents, capturing information, and encouraging lapsing members to renew membership.
- Organise online events, creating invitations and managing all communications with attendees through the CRM system.
- Utilise CRM marketing tools to provide information to members.

Planning and Administration

- Provide updates and reports to the NSM as requested.
- Manage all communication with contacts on CRM system.
- Agree any expenditure with the NSM prior to committing the charity and submit regular expense claims for costs incurred.
- Effectively manage leave through online system.
- Deliver support services in line with support strategy and agreed budget.
- Assist with annual planning of the budget where requested.
- Work in co-operation with colleagues in all departments.

Health & Safety

- Adhere to all stated policies relating to health and safety.
- Adhere to procedures relating to the proper use and care of equipment.
- Undertake any necessary risk assessment prior to events (whether organised or supported by the charity).

Fundraising

- Where appropriate work with the fundraising team to help to cultivate potential donors for example during online support sessions.

Other

- Attend biannual all staff face to face team meetings.
- Attend regular online team meetings.
- Apply myaware's 'Values' to every aspect of the role and in all communications both internal and external.
- Always ensure confidentiality, only releasing confidential or personalised information externally with consent from a line manager.
- Comply with the requirements of the General Data Protection Regulation to ensure integrity and security of myaware's information.
- Always remain vigilant to any safeguarding concerns within day-to-day performance of your job role to ensure our statutory and organisational responsibilities are met in respect of safeguarding children and vulnerable adults.
- Ensure that all members, colleagues, and external contacts are treated as individuals within myaware's diversity and equality framework.
- Ensure that responsibility is taken for self-development and learning within the role.
- Undertake any other duties that are reasonable and are commensurate with the role.

Person Specification for role of National Support Co-ordinator

Assessed via: A – application, I – Interview, P – Presentation

Attributes	Essential	Desirable
Qualifications/Experience	<ul style="list-style-type: none"> • Minimum of 2 years' experience within the healthcare sector or similar role (A&I) • Experience of working with and supporting volunteers (A,I) 	<ul style="list-style-type: none"> • Educated to A Level standard or equivalent (A)
Knowledge and Skills	<ul style="list-style-type: none"> • Excellent communication skills, both verbal and written (A,I) • Proficient in the use of Microsoft Office programs, i.e., Outlook, Word, Excel (A,I) • Ability to plan, monitor and deliver support/initiatives to agreed deadlines (A,I) • Excellent organisational skills (I) • Experience of using a work-related database or CRM system. (A,I) 	<ul style="list-style-type: none"> • Knowledge of Myasthenia and related conditions (A,I) • Experience of Raiser's Edge CRM system (I)
Attitude	<ul style="list-style-type: none"> • Flexible, enthusiastic and outcome focused with an ability to act on own initiative (A&I) • Ability to remain calm under pressure (I) • Effective collaborator (I) • An understanding of the need for confidentiality and discretion (I) • Professional approach to successful interaction with internal and external stakeholders (A,I) • An empathetic and understanding nature (I) • Dedicated to enhancing the wellbeing of those affected by Myasthenia (I) • A commitment to equality and diversity (A,I) 	
Other	<ul style="list-style-type: none"> • Willingness to undertake training and personal development (I) • Flexibility to work evenings and weekends if required (I) • Able to attend biannual face to face all staff team meetings twice a year (I) 	