

Job Title:	Outreach and Community Co-ordinator (6 to 9 months Maternity cover)
Location:	Home based; or Head Office London.
Department:	Care, Campaigns and Support
Responsible to:	Head of Regional Support, Outreach, and Information
Responsible for:	No Direct Reports
Salary:	£26,000 – £28,000 per year

Main purpose of job:

This is a 6 month maternity cover role that may increase to a 9 months to help deliver a major project to ensure that MDUK's support is accessible to individuals and communities that we aren't currently reaching or engaging with; to broaden the general reach of our support by working in collaboration with relevant stakeholders and colleagues; and to recruit volunteers to support with this project.

The role will support the Head of Regional Support, Outreach, and Information to identify and implement a sustainable model for broadening our reach.

There are currently 110,000 people in the UK affected by muscle-wasting conditions and associated neuromuscular conditions. MDUK is committed to providing anybody living with one of these conditions with the effective tools to manage their condition and be more aware of what support is available to them and how to access it.

Main areas of responsibility:

- 1. Work with the Head of Regional Support, Outreach, and Information, relevant stakeholders and colleagues to increase the reach of MDUK's support across a range of communities in the UK.**
 - Create focus groups both virtually and in-person to continue to identify the needs of a range of communities within the UK.
 - Continue to implement and develop a sustainable model for broadening our reach across the UK. Facilitate and support opportunities for engagement within communities in both group settings and on an individual basis.
 - Maintain and develop pre-existing opportunities for engagement in the form of support groups, peer support and support networks. Through the community outreach programme, respond to requests for support from individuals as and when required.

- Continue to build relationships with clinicians, neuromuscular centres and other stakeholders to facilitate communication between specialist support and access to relevant and tailored information.
- Provide tailored support and information to communities based on individual needs.
- Assist with the helpline and general inbox queries to support with ongoing development and knowledge around both the needs of individuals and communities and to have an awareness for opportunities to engage.

2. Support the Volunteer Engagement Manager to identify, recruit, and provide training for volunteers to support the community outreach programme of work.

- Recruit potential volunteers to meet needs identified.
- Provide training for volunteers, to provide seamless support and signposting across the UK.
- Ensure recruited local volunteers can attend and assist with support meetings relevant to the community's needs.
- Ensuring all volunteers for this programme of work receive high quality ongoing support and training to complete their role, and ensure all volunteers act in accordance with our policies and procedures, particularly around safeguarding, confidentiality and GDPR.

3. Develop a system that volunteers can follow to signpost back to MDUK support services, MDUK's peer support network, NHS neuromuscular centres or other organisations

- Work with clinicians, MDUK team members and the wider community to establish the needs of individuals and their families (e.g. peer support; information sharing, sibling & family support, advice around health needs, advocacy, equipment, adaptations or employment).

Other:

- To prepare progress reports for line manager and others as agreed
- To attend monthly supervision sessions, team and project meetings as required
- To undertake any other such tasks as requested by the line manager.

Values and behaviours

1. A positive attitude and approach that reflect the [charity's values](#).
2. To contribute to the development of the charity and team.
3. A commitment to and an understanding of disability issues, equal opportunities and diversity.
4. To demonstrate role model behaviour at all times

Person Specification

1 Experience	
Experience of working with and supporting volunteers	Essential
Proven experience of project management	Essential
Providing information and advice about health conditions and/or accessing health and statutory services	Desirable
Knowledge of GDPR, safeguarding	Essential
Good understanding of issues relating to disability. For example, independent living, quality of life and condition management.	Essential
Experience of training and/or group facilitation and public speaking	Desirable
Some experience of working in partnership with other groups	Essential
2 Personal qualities and knowledge	
Excellent IT skills.	Essential
Communication - The ability to represent Muscular Dystrophy UK effectively and professionally. Produces clear and effective communications (written and verbal) appropriate to the audience, utilising the most appropriate channel and in keeping with brand guidelines.	Essential
Planning - The ability to develop and implement clear and robust plans for self and others to follow.	Essential
Organisational skills - The ability to manage own time and tasks effectively. Taking an approach that is results orientated and systematic making you personally effective in managing own workload.	Essential
Self Development - The ability to constantly challenge and improve self-demonstrating ambition for self and charity to achieve goals.	Essential
Understanding of the issues and the needs of people with disabilities	Essential
Strong telephone skills – negotiation and understanding skills	Essential
Good analytical skills	Essential
Able to carry out office administration tasks as part of role	Essential
Teamwork - Strong interpersonal skills and ability to build effective working relationships.	Essential
Able to offer appropriate emotional support to adults and children	Desirable
3 Details	
Full time – 35 hrs per week	
Occasional evening or weekend work and travel will be required.	