# Job Description

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| **Post** | Support Group Coordinator (1 year fixed term, full-time) |
| **Job Ref** | S/2 |
| **Location** | Edinburgh/flexible |
| **Department** | Lived Experience and Clinical Practice |
| **Reporting to** | Support Services Manager |
| **Responsible for** | This role has no direct reports |

## Job Summary

The Support Group Coordinator will have responsibility for delivering the Myeloma UK Support Group Partnership programme in line with the organisation's overall strategy. As an essential part of delivering Myeloma UK's volunteering strategy, the postholder will build relationships with the Support Group Leaders to strengthen ties with the organisation. The Support Group Coordinator will be the first point of contact within the organisation for all Support Group enquiries and will have strong leadership and communication skills which are collaborative and team focused.

The Support Groups run independently of Myeloma UK however we work closely with the existing support groups and, where appropriate, formalise an affiliation. The Support Group Coordinator will lead on the effective delivery of this work.

You will be responsible for working with local groups and other local network partners to increase the reach and impact of Myeloma UK, ensuring that partnered support groups operate in line with Myeloma UK guidelines.

The post holder will maintain an awareness and understanding of all legislation that may be relevant to the role such as health and safety, general data protection regulation, disclosure checks, safeguarding etc.

The Support Group Co-ordinator will ensure that partnered Support Groups receive consistent information, training and advice.

As a member of the Support Services Team, the Support Group Co-ordinator will contribute towards the delivery of the charity's strategic, operational, and departmental plans.

## Key Deliverables

This role may vary depending on local needs but is likely to include:

**1. Myeloma UK Support Groups**

- Coordinate the Support Groups Partnership Programme activity, including developing and promotion of the existing Myeloma Support Groups Coordinate the recruitment, induction and ongoing support of new local groups to the Support Groups Partnership Programme
- Lead the Support Groups' responsibility for designing and delivering activities in line with our Partnership Agreement so that they are safe, effective and impactful
- Develop, maintain and evaluate a training programme for Support Group Leaders.
- Moderate and update the Support Group Leaders' online hub on a regular basis.
- Evaluate the Support Group programme on an ongoing basis, determine areas for development and improvement, and make changes as required.
- Review and update as needed Support Group policies, including risk assessments to ensure compliance with all relevant legislation such as health and safety, data protection
- Be the first point of contact for the Support Groups inbox, responding to all enquiries within the service standard
- Maintain regular contact with Support Group Leaders and send out promotional and information materials as required
- Ensure the Partnership Hub is kept up-to-date, including adding news items and being an active member of the discussion forum
- Work with the Communications and Brand team to ensure effective communication with the Support Groups, to include both online and written materials
- Collaborate with colleagues across the organisation to maximise opportunities for Support Groups, and to ensure their needs are being met
- Regularly review and request updates to the Support Group pages on the Myeloma UK website as needed

- Offer guidance and information to Support Group Leaders to enable the development and expansion of their activities

- Identify and develop appropriate training for Support Group Leaders and deliver training or source training support where relevant

- Ensure that all partnered Support Group activities are in line with organisational aims and objectives and that best practice, quality and high performance are being practised throughout the Support Group Partnership

- Attend local Support Group meetings as required and assist with arranging speakers

- Provide quarterly Support Group Leader support and supervision meetings, one day time and one evening per quarter

- Regularly update and maintain Support Group contact records on Myeloma UK's database

- Evaluate the programme on an ongoing basis and at the end of the year to determine areas for development and improvement

- Work with the Support Services Manager to plan programme budgets, report performance and variances and to forecast, reforecast and conduct contingency planning

- Collect KPI data and evaluate all aspects of Support Group programmes and proactively report on performance and success with your team and organisation regularly and as required

## 2. Other activity

- Attend Infodays and any other events of relevance; be available to present and host sessions to raise awareness of myeloma and offer support as required

- Contribute to and, where appropriate, lead on training opportunities internally and externally (e.g. to other charities, HCPs or volunteer groups)

- Develop and maintain a good understanding of myeloma and its related conditions

- Promote activities and events to raise awareness of myeloma and opportunities for fundraising, where appropriate

## 3. General

- Continuous improvement, developing skills, adhering to organisational quality standards, and teamwork underpin all roles at Myeloma UK.

General responsibilities include:

- Adopt the Myeloma UK principles of quality management
- Be attentive to and implement organisation brand and style guidelines
- Participate in team meetings and work together with colleagues to maintain and improve knowledge and skills
- Engage in regular 1:1 meetings and the annual appraisal process with the Support Services Manager
- Act as a source of information and support to colleagues throughout the organisation
- Build productive working relationships with external advisers to maintain and enhance their commitment to Myeloma UK
- Demonstrate a commitment to ongoing learning and development and to participate in any training relevant to the role
- This role will require some essential travel throughout the UK, therefore the post holder must be willing to travel. Regular travel to Edinburgh if based elsewhere will be required
- Undertake such work as may be appropriate to the post

This role is UK wide and will require essential travel throughout the UK, therefore the post holder must be willing to travel. A driving licence is preferable for this role. Occasional evening and weekend working will be required for which Myeloma UK operates a flexi-leave policy.

This job description is not exhaustive. It merely acts as a guide and may be amended to meet the changing requirements of Myeloma UK at any time after discussion with the post holder.

# Person Specification

| Area | Essential | Desirable |
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| **Qualifications & Experience** | • Educated to degree level or equivalent professional experience<br>• Experience of working with support groups and/or volunteer networks for a minimum one year<br>• Experience of recruiting, training, managing and supervising a diverse range of staff or volunteers<br>• Experience of working with under-represented groups<br>• Experience of partnership working<br>• Clear evidence of relationship building<br>• Experience in training or facilitating groups | • Marketing and communications experience<br>• Experience of working with a database<br>• Good understanding of relevant legislation for health & safety and data protection<br>• Experience of working with haematology or oncology patients<br>• Experience in communicating sensitively with those living with or affected by cancer<br>• Experience of volunteer recruitment and management |
| **Knowledge** | • Understanding of the needs of cancer patients and their families<br>• Understanding of the principles of effective communication and relationship building<br>• Understanding of health inequalities | • Rare cancer awareness and knowledge |
| **Skills** | • Excellent written and verbal communication and influencing skills<br>• Excellent relationship development skills<br>• An understanding of the barriers that exist in accessing support<br>• Ability to understand and meet training and development needs of volunteers<br>• Ability to set priorities and | |

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| | work under pressure<br>• Great attention to detail<br>• Excellent organisation and IT skills | |
| **Personal** | • Dedicated team player<br>• Commitment and desire to make a difference<br>• Ability to manage a wide range of tasks and work well under pressure<br>• Flexibility and willingness to develop in role<br>• An ability to work out of the office as required and at evenings and weekends across the UK | • Valid UK driving licence |

# Terms and Conditions

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| **Post** | Support Group Coordinator (1 year fixed term, full-time) |
| **Salary** | £31,555 - £34,392 |
| **Probation period** | Three months |
| **Hours of work** | The standard working week comprises 35 hours, Monday to Friday. Myeloma UK operates a flexitime scheme and details will be provided by the Head of HR and Operations.<br>The post holder will be expected to assume duties outside working hours to support the delivery of their role and the operation of the organisation when required. |
| **Holidays** | Full-time holiday entitlement is 30 days per calendar year, plus 6 public holidays. |
| **Pension scheme** | Myeloma UK complies with its auto-enrolment obligations and, subject to matched employee contributions, offers a 7% pension contribution to all staff. |
| **Premises** | Myeloma UK is situated at 22 Logie Mill, Beaverbank Business Park, Edinburgh, EH7 4HG. |