



**PELVIC  
RADIATION  
DISEASE  
ASSOCIATION**

## **JOB DESCRIPTION**

- Job Title:** Services & Volunteer Coordinator
- Hours:** 13 hrs per week (hours can be worked flexibly but will include occasional evening meetings and a fortnightly scheduled daytime team meeting).
- Accountable to:** Operations Manager
- Based at:** Home-based – anywhere within the UK
- Job Purpose:** To coordinate and develop PRDA support services and volunteering programme in line with service user's needs, organisational values, and strategic objectives.
- Relationships with:** People affected by Pelvic Radiation Disease (PRD), and their families and unpaid carers, our Medical Advisory Panel, volunteers and voluntary and statutory sector partners.
- Responsible for:** A team of Volunteers

### **KEY RESPONSIBILITIES**

#### **Services**

1. Working with the Operations Manager, develop and coordinate our pioneering direct patient support services.
2. Manage and facilitate our monthly online Chat Together support group sessions.
3. Support and grow the PRDA online chat forum.
4. Provide high quality information, signposting and support in an empathic and professional way in response to queries from people affected by PRD
5. Working with the Operations Manager, develop and implement new elements to our direct patient support services. Subject to available funding, over the course of PRDA's current 3 Year Strategic Plan, this could include:
  - a. online training resources for newly diagnosed patients
  - b. an annual patient conference/event
  - c. emotional & psychological support services
  - d. commissioning the production of key patient information in video format.

#### **Volunteering**

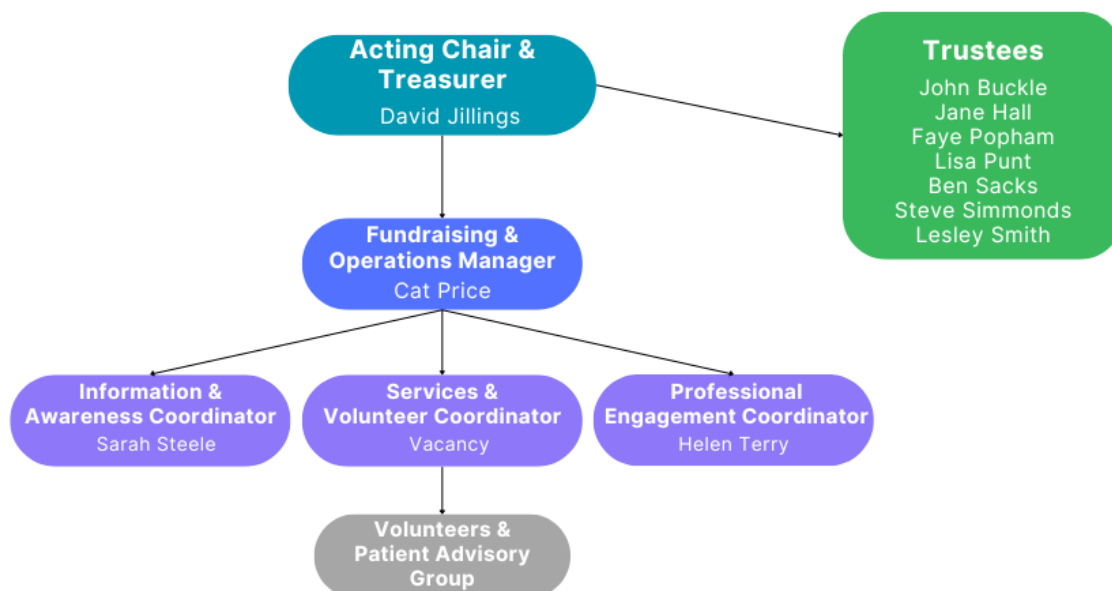
1. Working with the Operations Manager, establish a range of volunteer opportunities to meet charity's strategic objectives.
2. Working with the Operations Manager and Information & Awareness Coordinator, develop and implement plans to recruit new volunteers while supporting and retaining existing volunteers.
3. Ensure the volunteers carry out their roles effectively and appropriately, and that PRDA services are delivered to a high quality.
4. Manage the PRDA Patient Advisory Group, encouraging them to feed into our work in a constructive and thoughtful manner
5. Implement risk assessments and consider safeguarding issues as appropriate to volunteer roles.

## Other duties

1. Ensure all work is recorded on the PRDA CRM database.
2. Monitor and evaluate work and deliver reports on the progress and impact of our volunteering and services offers.
3. Accurate and timely data capture of service caller and key stakeholder enquiries on CRM.
4. Attend relevant meetings and training as required.
5. Actively participate in own supervision, appraisal, and personal development.
6. Support and promote the work in accordance with PRDA values, policies, always applying the aims and objectives.
7. Carry out any other duties commensurate with the post, as agreed with your line manager.
8. Carry out of all the above with an understanding of and commitment to inclusion, equal opportunities, and diversity.

Please note, this Job Description is intended to outline the main duties of the post and may change as the post and organisation develops.

## PRDA Organisational Structure



January 2025