



## **Support & Outreach Coordinator**

**Location:** From home in Scotland with occasional travel to Birmingham.

**Hours:** Flexible. Two days [14 hours] per week

**Remuneration:** Your salary will be £13,731 per annum plus all reasonable expenses such as travel and meeting subsistence. This salary will be reviewed annually on or reasonably near the anniversary of the start of your employment.

**Line Manager:** Vicky Burford, Support & Outreach Programme Manager.

**Essential Requirement:** This is a funded position and as such the successful applicant must live in Scotland.

## **Role Summary**

Are you an enthusiastic people-person with a warm and friendly disposition? We are looking for a collaborative, self-starter to join our hard-working support and outreach team. Based in Scotland you will be responsible for maintaining our relationships with the main aplastic anaemia specialist treatment centres in Scotland as well as supporting our Scottish community.

This is a fantastic opportunity to join a high performing team within The Aplastic Anaemia Trust (AAT). Our team is small, but mighty. Our current Support & Outreach (S&O) team is managed by our S&O Programme Manager and comprises two part-time S&O coordinators who have lived experience of aplastic anaemia. Lived experience is hugely important to us but is not an essential criterion for this role.

This opportunity is for a permanent contract, starting immediately, with a six-month probation period. You will work 14 hours a week during core working hours, your working hours can be arranged flexibly to suit you although we will require you to attend staff meetings which take place on Thursday mornings.

## **What you'll do**

The Support & Outreach Co-ordinator will be responsible for:

- Offering 1:1 pastoral support to people affected by aplastic anaemia, remotely and in person.
- Signposting individuals to other services that may be able to offer more specialist support, such as The AAT, Maggie's Centres, TCT, Young Lives vs Cancer – and identify other services in your geography which could be helpful.
- Liaising with your S&O colleagues to highlight any concerns, or of individuals who may require additional support.
- Maintaining basic records about the scope of support offered to individuals
- Promoting events run and hosted by The AAT, including fundraising and patient support events

- Working with your S&O colleagues to build a better picture of the needs of people living with aplastic anaemia in Scotland
- Facilitating monthly online support events (this may require 1 hour of evening work per month).
- Building relationships and networks with health care professionals such as CNS, consultants and other staff in the BMT and haematology teams at Leeds hospital, and the Maggie's centre.
- Working with hospitals to ensure that appropriate resources are on display, so that patients know who to turn to for friendly support.
- Working alongside our partner Maggie's to host a regular coffee morning for patients with aplastic anaemia in one of the main Scottish treatment centres. We have already successfully piloted this scheme in Leeds.
- Developing a strategy for reaching all the key treatment centres in Scotland effectively, supported by the S&O Programme Manager.
- Recruitment and management of a group of outreach volunteers, who will roll out the outreach programme in satellite locations around the UK.

### About you

The successful candidate will be warm and engaging, with experience of supporting people with rare disease and adept at developing and managing relationships, with a passion for ensuring that our community receive the support they need, when they need it most.

We know the skills we need for this role, and we are open minded about where you might have acquired or demonstrated these. Let us know in your supporting statement why you believe you would excel. For example, you may be someone already experienced in outreach provision and looking for a flexible, part-time role, or you may be someone who is working in healthcare services but who is looking for a different way to have a tangible positive impact.

We're looking for candidates who are:

- **Experienced** in working as part of a busy and passionate team.
- **A self starter.** Someone who can identify opportunities and use their initiative within the role.
- **Able to organize** and prioritize a busy workload whilst developing and managing a team of volunteers remotely.
- **Strategic thinkers** with the ability to see the bigger picture and develop a robust plan of action.
- **Excellent communicators** with the skills and ability to build relationships and collaborate with multiple stakeholders, including clinicians and senior staff. We pride ourselves on our compassion and empathy, and our ability to be experts in both our work and the experiences of people impacted by AA. You will have the chance to develop this understanding in the role.
- **Digitally literate.** As a remote team we all need to be comfortable with the tools essential to remote working such as shared files, video meetings etc.
- **Understanding** of how a charity like ours supports its community. Whether you've worked in a similar or related field, volunteered, or perhaps accessed support services from a charity yourself.

### About us

The Aplastic Anaemia Trust is the only UK charity providing information, advice and support to people affected by rare disease Aplastic Anaemia. Our vision is that everyone affected by Aplastic Anaemia in

the UK should feel empowered and have access to the best possible treatment, care and support so they can lead full and healthy lives. We support our community through one of life's toughest challenges – diagnosis with a rare bone marrow failure. We currently support around 1,400 people and have around 30 volunteers.

In this rare and life-threatening disease, bone marrow fails to produce healthy levels of our blood cells. Aplastic Anaemia can affect people at any age. However, children, young people, and people aged 60 and above are most vulnerable. In the UK, around 150 people are diagnosed with Aplastic Anaemia every year. It can be inherited or caused by an autoimmune reaction. Recently, several cases of Aplastic Anaemia have been confirmed to be as a result of a Covid-19 infection. However, in many cases the causes are as yet unknown.

Aplastic Anaemia has a serious and long-term impact on a person's life and health. Symptoms include extreme tiredness, frequent infections, bruising and bleeding. In very severe cases it can be life-limiting. Diagnosis usually involves a bone marrow biopsy, which many people find traumatic. Treatments can be aggressive and include blood transfusions, drugs, immune-suppressive treatment, and stem cell transplant. In some cases, people – especially children – will need a Bone Marrow Transplant to be cured. Hospital appointments, tests and treatments can span years.

### **Our aims**

Our aim is for people affected by Aplastic Anaemia to have better treatment, better information and better networks. We enable this by:

Investing in research and working in partnership with centres of excellence. We recently co-funded research into whether the Covid-19 vaccines are effective for people with Aplastic Anaemia and blood cancer, working with Blood Cancer UK. We are currently committed to three major research projects, including a paediatric UK bone marrow failure registry and biobank with Great Ormond Street Hospital, leading to a better understanding of what causes Aplastic Anaemia.

Providing trusted information, advice and support through our Support Line, WhatsApp messaging, website, webinars led by experts including haematologists and clinical psychologists, and our free resources that are available in print and online.

Bringing people together and providing peer support through social media, including our closed Facebook group, community blogs, and volunteer-led AAT Chat meetings, which run virtually. We also hold coffee mornings in Leeds, and offer regular face-to-face support to individuals, as needed. We connect people with professional mental health support and counselling and benefits advice through an established partnership with Maggie's. We provide wellbeing support through digital resources and online sessions, including yoga, meditation and sound baths and more recently are pleased to offer our Managing Stress and Living with Uncertainty, and Mindfulness Courses.

### **Our core values**

This is a fantastic opportunity for a highly motivated individual with a commitment to our core values:

1. Community-led
2. Expert
3. Compassionate
4. Collaborative
5. Respectful

6. Problem-solving

### **Benefits**

1. 25 days annual leave, plus bank holidays (pro-rata)
2. Pension scheme
3. Learning and development opportunities
4. Remote, flexible working
5. A supportive, friendly and forward-thinking work environment

To apply for this role please submit your CV and a supporting statement of no more than 750 words explaining, with clear examples, how your skills and experience match the job description and person specification.

Applicants who do not submit a relevant supporting statement will not be shortlisted.

We will be conducting interviews on a rolling basis and an appointment will be made when the right candidate is found. If you have any questions please email [yburford@theaat.org.uk](mailto:yburford@theaat.org.uk)