

SUPPORT LINE MANAGER

Thank you for your interest in the role of Support Line Manager at Endometriosis UK. Endometriosis impacts on the physical and mental health of 10% of women and those assigned female at birth, from puberty to menopause - although the impact can be felt for life. Yet it's a disease many people have never heard of, do not understand, that we don't know the cause of and has no dedicated treatment. It costs the UK economy around £8.2 billion every year in healthcare costs, loss of work and treatments and yet it isn't recognised by most employers. As the UK's leading charity for all those affected by endometriosis, we're determined to change this and ensure that everyone gets prompt diagnosis and the best treatment and support.

We have big ambitions in our strategy, focused on supporting those with endometriosis, driving down diagnosis times, campaigning for improved treatments and access to services, raising awareness and leveraging more money into research. We place people with endometriosis at the heart of all we do, and with an average time to get a diagnosis of 8 years 10 months, the cause of the disease unknown and no cure, there is so much more they need and want. If we get our work right, we really can make a difference to the 1.5 million women and those assigned female at birth with endometriosis in the UK – and all those diagnosed in the future.

Information and support for those affected by endometriosis is at the heart of our charitable objectives. Through a team of dedicated volunteers, we run peer support services including community-led support groups, online support and a volunteer-led peer helpline.

Thanks to the amazing generosity and support of the endometriosis community, Endometriosis UK are in the position to move ahead with our ambition to launch a nurse-led support line. The Support Line Manager will lead the set up and delivery of the organisation's specialist support line. We are looking for a clinical nurse specialist with excellent communication skills to offer phone and email advice to the endometriosis community.

Best wishes

A handwritten signature in black ink, appearing to read "C Kelleher".

Claire Kelleher

Head of Support and Information

JOB DESCRIPTION

Job title: Support Line Manager
Reporting to: Head of Support and Information
Working hours: Full time / 37.5 hrs a week

We would accept a job share ensuring the partnership covered 5 days a week, 8.5 hours a day.

Location: Remote or office-based (London Bridge), or hybrid. Hybrid roles have the option of working two days a week at home dependent on business need

Annual salary: £46,000 – £48,000 including London weighting
£43,000 – £45,000 outside of London

ABOUT US

Endometriosis UK Support Services are a lifeline for those affected by endometriosis who have nowhere else to turn while they wait for a diagnosis, treatment, and care. We run a successful helpline delivered by volunteers with lived experience of endometriosis, who understand the challenges of living with the disease. Our volunteers provide vital emotional and practical support to those affected by endometriosis.

We have experienced an increasing demand for our services, with a 1230% increase in calls to our Helpline between 2020-2023. The pandemic has left a legacy of delays accessing endometriosis surgery, treatment, and care. Waiting lists across the country are now 60% longer than pre-pandemic levels. Even with a diagnosis, support can be difficult to access. 72% of those with endometriosis were not given any written information when diagnosed, and 81% report endometriosis has negatively impacted their mental health.

Thanks to the generous support of the community, we are now in the position to expand our support services to include a new specialist support line. The new nurse-led support line recognises the growing need for specialist advice and information offered endometriosis community.

ABOUT YOU

We are looking for an endometriosis clinical nurse specialist to lead on this service, delivering phone and email support for those affected by endometriosis. Working closely with the Head of Support and Information and Specialist Advisor, the Support Line Manager will contribute to the set-up, launch and delivery of this service. This will include recruiting two helpline advisors and designing methods of monitoring and evaluation.

Main responsibilities

Support and Information

- To deliver the Endometriosis UK Support Line, a confidential telephone and email support and information service for those affected by endometriosis. This includes:
- Providing individual information and support to service users on endometriosis and related issues, by telephone, email and other media as the service develops.
- Adhering to quality standards, confidentiality, Endometriosis UK policies and the standard operating procedures of the Support Line.
- Provide teaching and education for staff working on the support line. Creating education resources for staff and volunteers.
- To lead on the monitoring and evaluation of the service and report to Head of Information and Support on service activity.
- To provide clinical input to the development of the charity's information materials including the revision of existing information materials and the development of new information products.
- To provide input to the clinical content of the charity's website.
- To raise awareness of the charity's activities within the health professional field.
- To contribute endometriosis knowledge and clinical expertise across all the charity's programmes.

Maintain Professional Knowledge

- Working closely with our Specialist Advisor, keep up to date with treatment and care of endometriosis through research and review of publications, horizon scanning, and attending study days and conferences, and disseminate this information within the charity.
- Adhere to the standards of good practice outlined in the NMC professional code of conduct, or relevant professional body's standards.
- Maintain professional registration and compliance with revalidation requirements ensuring ongoing clinical education and professional development.

External Relationships

- To maintain positive relationships with key Endometriosis UK stakeholders including volunteers, those affected by endometriosis and family members/carers.
- To develop and maintain contact with endometriosis specialist healthcare professionals, including clinicians, specialist nurses and allied health professionals who have reviewed our information materials.

Other

- To support new work within the information and support team.

Person specification

Qualifications

Essential

- Registered Nurse (RMN, active on NMC Register)

- Undergraduate degree
- Post registration qualification or training in endometriosis

Desirable

- Qualification in group / individual counselling skills, or a therapeutic approach
- Undergraduate Degree or equivalent in Psychology and/or Social Care

Experience

Essential

- Experience of working as a Specialist endometriosis Nurse
- Experience working within an BSGE accredited centre
- Experience in line management
- In-depth specialist experience working with people with endometriosis in different settings
- Providing information and support to enquiries in a person-centred way.
- Experience of managing complex, sensitive and challenging enquiries including complaints.
- Experience of working with a customer relationship management system or database.

Knowledge and skills

Essential

- Demonstrable commitment to collaborative teamwork.
- Demonstrable commitment to inclusive working, ensuring equality and valuing diversity.
- Excellent ability to work Well with other teams, as well as working independently
- Excellent organisational and workload management skills, with the ability to manage competing priorities.
- Ability to use call centre technology, hardware and software.
- Excellent IT skills, including MS Office, Google and internet browsing for health-based research.
- Excellent interpersonal skills and able to relate to people with complex physical and psychological needs.
- Excellent communication skills including listening, written and verbal and use them effectively to diverse audiences via a range of mediums.
- Ability to keep abreast of the digital landscape of helplines, use new technology, tools and techniques, budget permitting, to improve efficiency, quality and impact.
- Ability to work flexibly and support Senior Colleagues.

Desirable

- Recognised counselling or Advanced Communication training.
- Other
- The role will require some travel to meetings and events throughout the UK
- Attend Endometriosis UK events and take part in Endometriosis UK's wider work.
- Occasional weekend or evening work may also be required and time off in lieu will be given.
- The post holder will be working in a developing environment and will therefore be required to undertake other appropriate duties as necessary for the efficient operation of Endometriosis UK.

HOW TO APPLY

Please provide a CV and no more than two sides of A4 explaining how you meet the above criteria. Applications should be submitted to assistant@endometriosis-org.uk

Closing date: 1pm on 9th August 2024

Interviews will take place around Tuesday 27th August 2024 (To be confirmed)

We welcome queries from potential applicants. For an informal conversation about the job requirements please contact the above email address.