



ARTHRITIS ACTION

AREA COORDINATOR (East Anglia)

JOB DESCRIPTION

Reporting to:	Groups and Events Manager
Location:	East Anglia Home Working, with significant travel around the UK
Hours:	Full-Time (37.5 hours per week)
Salary:	£21,000 - £25,000
Purpose:	This is a varied role which involves setting up, organising, supporting, nurturing, and facilitating the safe running of Arthritis Action Groups across East Anglia. These Groups inform, educate, and support those affected by arthritis, and deliver varied services which may include educational speakers, healthy eating & weight management initiatives, exercise and peer support. This role is also responsible for recruiting and managing volunteers to help support Arthritis Action's work across East Anglia. Working with the Charity's networking plan you will identify networking opportunities, present the work of Arthritis Action to relevant individuals and organisations within your area, as well as organising and attending local and national conferences.

Key Responsibilities – the role will include but not be restricted to:

- Support, nurture and facilitate Arthritis Action Group meetings
- Set-up new Groups as planned by the Charity
- Recruit, train, support and nurture volunteers
- Organise networking opportunities and present at networking events
- Assist in the organisation and delivery of Self-Management Events (SMEs)
- Attend local and national conferences as required
- Support our network of healthcare practitioners

Groups

- To have a clear understanding of, and be able to communicate, the aims and objectives and desired outcomes of the different Group services in line with the Charity's aims
- To organise existing and facilitate the setting up of Groups including administration and promotion activities
- To take account of individual and group needs when organising Group sessions and adjusting these sessions as necessary
- To be receptive to the views and opinions of attendees of the Group meetings, and use that knowledge to inform the planning and development of future meetings and Groups
- To assist with finding speakers, for example a therapist, researcher or Rheumatologist

- To find willing volunteers to be part of the Group Organising Team, and support and train them as required
- To work with staff and manage volunteers who support the Group, ensuring that they have clarity about their roles and that the Organising Team understand and follow the Group Handbook
- To understand the aims and benefits of Groups, and assist the Group members to feel welcome
- To understand and follow the Charity's rules on confidentiality
- To ensure that the Group is appropriately organised and arrangements communicated with attendees, staff, volunteers and facilitators
- To ensure that the relevant health & safety checks and risk assessments have been completed
- To ensure that accurate, relevant and up to date information is available at all Group meetings
- To ensure that sessions run to time and are well designed to allow participants to fully engage with each other, and to maximise their enjoyment and offer beneficial impact
- To be responsible for sourcing and overseeing the setting up of appropriate venues, and for arranging refreshments (if applicable) for each Group meeting

Volunteering

- Recruit and work with volunteers to organise the Group meetings
- Train the volunteers in all aspects of running an Arthritis Action Group
- Motivate the volunteers to carry out their tasks
- Support and nurture the volunteers

Networking

- Research local charities and networking opportunities, particularly in areas where Self-Management Events and Groups are to be set up
- Working with the Groups and Events Manager and the Charity's Networking Plan identify individuals and organisations the Charity may connect/partner with
- Visit and share the work of Arthritis Action with individuals and organisations
- Deliver the Arthritis Action presentation to individuals and organisations
- Nurture local relationships

Other Activities

- Work with the Communications Team to keep social media and the Charity's website up-to-date with Group activities, Self-Management Events and other Events as appropriate
- Assist with the administrative organisation and attendance at conferences
- Assist with the administrative organisation of networking opportunities and delivering presentations
- Other tasks relevant to the level of this post may be asked of you

Location

The post will be located in East Anglia, working from home. Travel to London and across the region will be an essential part of the role, which may require driving or using public transport.

PERSON SPECIFICATION

EXPERIENCE & SKILLS

Minimum of 2 years' experience of running support Groups or managing volunteers	Essential
Excellent project management and organisation skills	Essential
Excellent verbal and written communications skills	Essential
Excellent facilitation skills	Essential
Experience in researching potential partners and building relationships	Essential
Excellent presentation skills	Essential
Excellent diary management skills	Essential
Competent Microsoft Office skills	Essential
Excellent understanding of group dynamics	Desirable
Experience of maintaining a customer relationship management system	Desirable
Experience of leading training sessions	Desirable
Experience of working as part of a small team	Desirable

ATTRIBUTES

Excellent customer service and inter-personal skills	Essential
A self-starter, able to work on own initiative where required	Essential
Enthusiastic team-player with a can-do attitude	Essential
Able and willing to travel extensively within the UK	Essential
Able to be the first point of contact for the charity when travelling in the UK	Essential

How to apply

Applications should be in the form of a CV with a covering letter explaining your interest in and suitability for the role. Please provide both email and telephone contact information for yourself.

Applications should be received by 12.00 noon on Tuesday 28th May 2019 at the latest.

First round of interviews will take place in London on 5th June 2019. Second round (electronic interview) 6th June 2019