JOB DESCRIPTION

JOB TITLE: Outreach and Support Coordinator
Aggregated 60 hours per month (Approx. 15 per week)

JOB HOLDER: Vacant

DEPARTMENT: Operations

DIRECTORATE/NATIONAL OFFICE:

LOCATION: Bromley: Northlands Centre

MANAGER’S NAME: Maureen Bayliss

MANAGER’S JOB TITLE: Branch Chair

JOB TITLES REPORTING TO ROLE: None

Part 1: JOB PROFILE

1 MAIN PURPOSE OF JOB:
To offer direct support to People affected by Multiple Sclerosis (people with MS, their carers and family), through ensuring adequate access to excellent information, support and guidance.

This will be achieved through:

- Identifying with People affected by MS, the support and services that can be delivered by the Branch in order to help them live a full and active life, and develop volunteer led services and referral pathways where appropriate and possible.

- Supporting and developing the current peer support and information service delivered by the Bromley Branch, and the work currently undertaken by the welfare support volunteer team.

- Developing, in conjunction with volunteers, new services and activities that engage with a wide range of People affected by MS
**JOB DESCRIPTION**

- Supporting volunteers to deliver the befriending/peer support service

- To develop appropriate training support and guidance (to include policies) for new volunteers to ensure the highest possible standard of service to both people affected by MS, and volunteers.

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**2 POSITION IN ORGANISATION:**

The post holder will work closely with and report to the chairman of the branch.

And will also working closely with the following:

- Branch volunteers and committee members
- Branch Centre Manager
- MS Society departments such as:
  - Operations (Volunteering / Area Team)
  - Information and Education
  - Corporate Services
- Health and social care professionals, such as local Social Workers, MS Nurse etc
- Colleagues in other organisations with similar goals

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**3. SCOPE OF JOB:**

1. Management of the Outreach Programme
2. Management of volunteers
3. Management of policies and procedures

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**4. DECISION MAKING:**

Day to day service delivery decisions regarding outreach service activity, and allocated resources, within agreed parameters including Health & Safety decision regarding volunteers and project.
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5 QUALIFICATIONS & SKILLS LEVEL:

Qualifications
• Educated to GCSE/O-level or equivalent.

Experience
• Working within a diverse group of people
• Leading, supervising and managing volunteers or staff
• Previous experience of managing volunteer involving projects.
• Working and building partnerships with support service providers or similar.
• Experience of identifying need and designing services to meet the need
• Experience of coordinating an information or peer / buddy support service

Knowledge and Skills
• An awareness of health and safety matters and how they would relate to volunteer involving/led befriending/support projects.

• An understanding of data protection principles and the Data Protection Act 1998

• An awareness of disability issues and how this affects individuals, carers and family members.

• An awareness of where to find/access/signpost information that is likely to be needed by disabled people, such as how to appropriately complete Disability Living Allowances (DLA) forms, and the ability to effectively communicate this information to volunteers.

• Good computer skills, ability to use IT packages including Excel

• Excellent interpersonal skills

• Excellent communication skills. Ability to communicate both orally and in writing at all levels

• Ability to communicate complex information
JOB DESCRIPTION

• Ability to effectively organise and plan

• Can demonstrate a willingness to undertake personal development to help enhance the skills in the role

• Ability to motivate and empower volunteers

• Good written and numeric skills

• Good standard of written and spoken English

• An awareness of Multiple Sclerosis is desirable

General Attributes
• A considerate, diplomatic and empathetic approach to others
• The ability to pay due consideration to the needs, independence and dignity of the users of the Centre, and the needs of those who want to access services not offered in the
• Self motivated and self disciplined
• A common sense, flexible and practical approach to work
• A commitment to diversity
• Able to use own initiative
• The ability to work in an evolving and developing environment, and be flexible to the needs of the organisation and service users.
Part 2: MAIN DUTIES & KEY RESPONSIBILITIES

1. **To develop and maintain new outreach and support services (65%)**

   - The post holder will work with the support volunteers to increase the amount of support available to People affected by MS (including carers/family members) through the creation of new home and centre based outreach services that allow people affected by to access information and support.

   - To develop local systems to fit both unique local needs as well as work with MS National Centre guidance on the subject.

   - To support and develop volunteers in undertaking appropriate peer-support activities in offering a listening and referral support service.

   - To ensure that the information and guidance supplied by the Branch is of the highest standard.

   - The post holder will involve staff from the Operations teams, volunteers and service users in the design and implementation of a service.

   - To work (in liaison with the Local Service Development Officer) proactively and collaboratively with a range of professionals within the voluntary and statutory sector including local MS professionals (Nurses/Consultants etc), Social Workers, Local Voluntary Services, Centres for Independent Living etc to create referral pathways for newly diagnosed People with MS, Carers, People with progressive/ MS or relapsing conditions to both gain support from the service and external agencies.

   - To support the creation of new peer groups and activities that empowers People affected by MS to maintain control over their lives and/or impact of their condition.
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Management of volunteers (25%)

• To recruit, supervise and provide appropriate support/training/review to the projects volunteers

• To identify any staff/volunteer training needs, as well as own training and development needs, and to take appropriate action to ensure that these needs are met.

• To promote confidentiality and best practice in data protection, embedding a culture of professionalism in all people offering support and guidance to People affected by MS

Management of policies and procedures (10%)

• To act in accordance with the MS Society’s policies and procedures including data protection, health and safety and HR

• To ensure that appropriate Disclosure checks are carried out on any new employees or volunteers whose jobs or roles bring them into one-to-one contact with people with MS

• To keep abreast of Health & Safety requirements and ensure that risk assessments are carried out on all activities/roles and that the Centre is compliant with current legislation at all times. This will include risk assessments of service users.
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Other Duties:
These duties will be applicable to some posts. Please delete/amend those which are not relevant for this role.

- The post holder should be prepared to attend MS Society meetings in different parts of the country including MS National Centre. Some meetings may be during evenings or weekends.
- The post holder will be required to apply for a Disclosure check

Mandatory Criteria:

- The post holder will be working in a developing environment and he/she will therefore be expected to undertake other appropriate duties as required for the effective operation of the MS Society.
- Responsibility for health and safety in the area under his/her control and ensure that he/she is familiar with the Society’s policy statement on health and safety at work.
- Respect the unique contribution of every individual and work positively in an equal opportunity and diverse environment

Signed ……………………………. (Job Holder) Date …………………...
Print Name ……………………………………………………………………

Signed …………………………… .. (Manager)     Date …………………...
Print Name ……………………………………………………………………

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