

**Support Network Manager Job Description and Person Specification**

**Main Responsibilities**

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| Management of Support Network |
| * Planning and monitoring of support services * Liaising with and managing group leader, helpline, online group leader and HealthUnlocked moderator volunteers * Responding to volunteer emails, phone calls and requests * Overseeing and monitoring helpline provision * Managing issues with helpline – eg repeat callers/ helpline numbers * Management of helpline statistics volunteer * Collation of monthly helpline statistics * Overseeing support group provision * Collation of group leader statistics (survey monkey collates this and is chased by SNO). Quarterly monitoring of numbers of groups taking place * Managing “Volunteer’s Week” campaigns * Volunteer supervision |
| Recruitment and Training of volunteers |
| * Planning volunteering recruitment in response to needs of service and organization, including:   + Setting recruitment timelines   + Advertising and generating applications   + Reviewing volunteer applications   + Phone interviews with prospective volunteers and making subsequent decisions * Monitoring, development and updating training package * Preparing training resources and organising training events * Facilitating training |
| Event Organisation |
| * Sourcing and organising of venue * Sourcing and organising speakers * Catering requests * Technical requests * Creation of information for public * Copy for website/ newsletter publicity |
| Reporting |
| * Providing information as required by the organization eg for annual report * Statistics for Support Network * Statistics for funding bids |
| Admin |
| * Managing Support Network Officer * Creating and updating volunteer policies * Maintaining support network and volunteer information on CiviCRM database and other records * Updates to support network manual * General email correspondence * Contributing to social media management * Managing and engaging with media enquiries where needed and appropriate |
| General   * Other activities as reasonably requested by your line manager * Endometriosis UK is a small charity, and all staff support the general running of the organisation in addition to their specific role activities |

**Person Specification**

**Essential Attributes**

Experience:

1. Working with and supporting frontline volunteers
2. Coordination and delivery of training
3. Project management
4. Line management

Skills:

1. Computer literate, including with databases
2. Good communication skills
3. Methodical and organised
4. Patient and empathetic
5. Flexibility and adaptability to change

Knowledge

1. Of the NHS and health policies

Qualifications

1. Degree or equivalent standard of education

Other

1. Self motivated and willing to be a proactive member of a small team (please note that at times you may be the only staff member in the office)

**Desirable Attributes:**

Experience:

1. Working within a health-based charity
2. Experience of running a Helpline

Skills

1. Online forum moderation
2. Website literacy

Knowledge

1. Understanding about endometriosis

Qualifications

1. Qualification (or evidence of courses) in volunteer management