Versus Arthritis

Job description

Job title: Regional Officer

Reports to: Programmes and Partnerships Manager

Department: UK Delivery

Directorate: Services and Influencing

Our vision

A future free from arthritis.

Our mission

We won’t rest until everyone with arthritis has access to the treatments and support they need to live the life they choose with real hope of a cure in the future.

To deliver our mission we invest in world class research, deliver high quality services and campaign on the issues that matter most to people with arthritis. We have developed an ambitious five-year strategy, complimented by our research strategy to help us achieve our vision and mission.

**Our values**

We are United, Compassionate, Inclusive and Brave in all that we do.

**Services and Influencing (S&I) Directorate**

The Services and Influencing Directorate delivers impact and change for people with arthritis through our support services of a helpline, online community and other digital tools, to our community delivery across our four nations so that people can connect and learn the tools to self-management and keep active.  We support people of all ages by delivering peer support, workshops and residentials to young people.  We educate and train health professionals to better understand arthritis and engage with about our research.  We are leaders in influencing governments to promote the importance of arthritis and enable change across our health and social care systems.

Job purpose

The Regional Officer leads on the delivery of Versus Arthritis’ activity within their designated area geographic of responsibility. They work with volunteers, and colleagues to develop and deliver high-quality activities for people with Arthritis and manage day-to-day core operations. They identify opportunities and maintain partnerships through which we deliver our services. As the ‘go-to’ Versus Arthritis person within a defined community, the Regional Officer ensures our programme of work is implemented locally by supporting our volunteers and communities to deliver peer-led services.

Main duties

* Deliver assigned work to achieve agreed outcomes and meet Versus Arthritis‘ contractual obligations, in accordance with our health and safety and quality frameworks.
* Develop new opportunities for delivery of services to a variety of audiences.
* Recruit and support UK Delivery volunteers to deliver Versus Arthritis peer-led services. Work closely with the Nation/Region Service Volunteer Trainer to ensure volunteers are equipped to deliver to the required standard.
* Plan and coordinate delivery of high-quality support services, ensuring all policies including safeguarding and risk assessment are applied.
* Lead on the monitoring and evaluation of our services, capturing feedback and insight in the area to help inform the design of local services development.
* Build and maintain excellent working relationships and partnerships with local organisations across the voluntary, statutory, and private sectors to establish a pathway of links to support services for people with arthritis.
* Assist local networks to promote and deliver services.
* Work collaboratively with key stakeholders, both internally and externally, to maximise reach, and to embed services locally.
* To embrace, embed and deliver the organisational values, commitments, and culture throughout all activity.
* To ensure all designated training is completed and all activity is delivered in line with organisational policy and practice.
* To embrace a safeguarding culture where everyone has responsibility for the safeguarding and wellbeing of vulnerable adults and children.
* To undertake any other duties as appropriate to the role and organisational requirements.

Key stakeholders and relationships (internal/external)

* Health care professionals.
* Community partnerships within the third sector.
* UK Delivery volunteers.
* People and Culture directorate, and Health Development team.
* Wider UK delivery.

End of job description. Person specification on following page.

Versus Arthritis

Person specification

Experience and knowledge

* Experience of speaking to, or providing information to, individuals on a one-to-one or group basis.
* A passion for working with volunteers and an ability to recruit and support volunteers.
* Knowledge of best practice in volunteer management and support.

Skills

* Experience of building relationships with external and internal stakeholders.
* Excellent communication and interpersonal skills with a variety of people (internally and externally).
* Good computer skills: Thorough working knowledge of Microsoft Office Suite and the ability to use databases.
* Sound organisational and time-management skills and the ability to prioritise workload effectively.
* Understanding of the importance of diversity, inclusion and accessibility
* Ability to work autonomously using initiative and an understanding of the challenges associated with remote homeworking.
* Willingness to travel across UK occasionally and ability to travel across local area regularly.

Desirable experience, knowledge and skills

* Knowledge and understanding of arthritis and other musculoskeletal (MSK) conditions.
* Understanding of the ‘Social model of disability’.
* Understanding the importance of self-management.

Criminal Record Check

Versus Arthritis is committed to keeping children, young people and vulnerable adults safe from harm. We will undertake safer recruitment practices and relevant checks applicable for the role.

This role DOES require a Criminal Record check.

End of person specification.