Versus Arthritis

Job description

Job title: Digital Community Officer

Reports to: Support Services Manager

Department: Support Services

Directorate: Services and Devolved Nations

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 Devolved Nations (S and DN) Directorate** **overview**

The Services and Devolved Nations 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

Our online community provides a pivotal role in connecting people across the UK. We have a fantastic opportunity for a candidate to enhance and grow our existing online community to ensure it is a safe space for peer-to-peer support to thrive. You will join us at an exciting time where this role will work towards setting up and supporting new communities, working alongside colleagues in the organisation. Line managed by the Support Services Manager, you will deliver key activities that will improve engagement and create sustainable, moderated communities, providing support to a diverse range of volunteer moderators to achieve this. You will be matrix managed by the Innovation Manager for Strategic Programmes where you will collaborate on the technical, data and integration aspects of the community platform.

Main duties

* Ensure the online communities are a safe space for members, and that the voice of the communities is at the centre of the Online Community strategy. Remaining up to date on new features of the platform and contributing to ideas to enhance the service, you will also report issues and monitor resolution.
* You will recruit, support and motivate a diverse team of volunteer moderators, ensure they have the tools they need to effectively moderate, and provide technical support and guidance on using the platform. With the Volunteer Management team, you will support best practice and undertake community engagement activities to foster a sense of belonging and encourage participation and share the importance of the role the volunteers provide.
* You will gather and collate data, reporting against agreed Community KPIs (Key Performance Indicators) and other metrics, and regularly sharing insights to inform content and strategy for delivery of services.
* You will collaborate with other teams, sharing other work, news and marketing in the charity with Online Community members. Working with key stakeholders, you will plan and manage the expansion of services we offer community members. Providing training and technical support to colleagues running other communities within the platform.
* You will ensure that community guidelines are followed, addressing inappropriate content. Maintaining a compliant, safe and respectful environment, you will remain up to date with your safeguarding knowledge.
* You will be responsible for generating the moderator shift rota and ensuring adequate coverage for the 24/7 community.
* 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)

* Support Services.
* Young People and Families Team.
* Professional Engagement and Education Team.
* ICT (Information Communication and Technology).
* Volunteer Involvement Team.
* Digital and Data Team.

End of job description. Person specification on following page.

Versus Arthritis

Person specification

Experience and knowledge

* Experience delivering peer to peer services or moderating an online community forum.
* Experience supporting volunteers, particularly with diverse ages and backgrounds.
* A good knowledge of data protection and safeguarding (for Adults, Children or both) backed up with experience of using these within a previous role.
* Confidence in developing a deep understanding of a digital platform and effectively managing administrative responsibilities within it. In addition; strong experience of using Microsoft 365’s applications (Teams, SharePoint, Outlook).
* Experience working with service users or patients either directly or through digital/non-face-to-face services.

Skills

* Excellent planning and organisational skills with good attention to detail.
* Proactive and conscientious, with the ability to work on multiple tasks simultaneously.
* Excellent written and verbal communication skills: able to communicate complex and sensitive issues with ease.
* Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.
* Proven ability to make effective decisions in a fast-paced environment.
* Able to work independently and proactively with minimal supervision to deadlines as well as being a supportive team player.
* Strong commitment to high standards of service delivery and customer care with knowledge of co-design and user-testing.

Desirable experience, knowledge and skills

* Extensive experience running an online community/forum.
* Knowledge of creating resources or digital knowledge hubs for the purpose of learning and development, or administrating a learning management system.
* Interest in, personal experience, or basic lay knowledge of arthritis. Extensive knowledge of arthritis is not necessary as training will be provided.
* The ability to read, write and speak Cymraeg (Welsh).

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.