

# Job description and person specification

Please note this statement is for information only and does not form part of a contract. The responsibilities articulated are not exhaustive and we are committed to working practices that are flexible, collaborative and inclusive.

<b>Job title</b>	Senior Regional Services Co-ordinator – South East Wales	<b>Location</b>	Cardiff office or home-based
<b>Contract type</b>	Part-time 21 hours per week	<b>Contract length</b>	Permanent
<b>Date</b>	June 2021		

## Context

We are Versus Arthritis. We are fundraisers, programme managers, volunteers, administrators, editors and accountants all doing everything we can to push back against arthritis. Together, we'll continue to develop breakthrough treatments, campaign relentlessly for arthritis to be seen as a priority and support each other whenever we need it. Together we're making real progress. But there's still a long way to go, and we won't stop until no-one has to tolerate living with the pain, fatigue and isolation of arthritis.

In Wales we are the leading influencer for change, both locally and nationally, raising awareness of the issues and impact of arthritis. In parallel we offer a range of support services delivered through mixed teams of staff and volunteers. Our local focus is on delivering self-management, information and peer support to enable people with arthritis of all ages to take greater control of their condition and make informed choices on ways to live well with arthritis.

Our services team is an established and supportive team, passionate about providing high-quality services to people with arthritis. You will play a pivotal role in supporting Living Well with Arthritis service teams (staff and volunteers) and help plan, co-ordinate and deliver all aspects of our CWTCH Cymru (Communities With Touchpoints Can Help) services in your region.

Due to the nature of our services, work outside of office hours is necessary, requiring a flexible approach to the working week. The role involves extensive travel across the region including occasional weekends and overnight stays.

## Main purpose of the role

1. Managing people – responsible for directing activities which ensure that all people across the region, both staff and volunteers, work within a culture of respect and empowerment and are supported effectively in their achievement of our organisational goals:
  - Provide clear and consistent line management support to a team of home-based staff within the region.
  - Oversee volunteer support in the region.
2. Managing operational performance – supporting teams to meet key targets and deliver high quality support across the region:
  - Co-ordinate, shape and deliver CWTCH Cymru peer support, self-management and activity services for people living with arthritis in the region.
  - Support the delivery of relevant transformation services.
  - Hold and maintain key external relationships within the region.
  - Work collaboratively with other senior regional co-ordinators across Wales to deliver a seamless portfolio of services linked to charity outcomes.

## Management and key relationships

### Roles managed

CWTCH Cymru Services Co-ordinators

### Reports to

Living Well Manager – CWTCH Cymru

### Key Relationships

- Other Senior Regional Co-ordinators in the nation.
- Volunteers and local peer support networks.
- Wider Wales staff team.
- Relevant UK and cross nation colleagues
- Service beneficiaries and service partners, for example healthcare professionals, community groups, NERS and other third sector organisations.
- Welsh Government.

## Main Responsibilities and Duties

1	Plan, promote and implement appropriate peer led services and support for people with arthritis, their families and carers, in close liaison with staff, volunteers and other service providers, in order to meet identified needs.
2	To provide clear and consistent line management to a dispersed team of home-based Service Co-ordinators in order to bring clarity of focus and purpose to their roles.
3	Support the Service Co-ordinator's role through good co-ordination and planning, in order to underpin the stability and sustainability of the service which may include setting up new services and/or establishing a new co-ordinator post, covering staff absence and/or to aid the development of staff members.
4	As part of the senior regional coordinator team, work collaboratively to deliver a coherent portfolio of services that are linked to charity outcomes and have demonstrable impact for people with arthritis.
5	Implement new learning and training requirements for staff and volunteers delivering services in the region.
6	Ensure service staff meet key targets and deliver high-quality support across the region, in line with the UK strategy, policies and procedures; managing change to achieve this within and beyond organisational boundaries.
7	Maintain positive relationships with our network of branches and groups to identify and develop services to be delivered through our peer networks in order to deliver our services strategy.
8	Identify, establish and maintain strong working relationships with key staff and volunteers relating to our local Local Touchpoints ambition to promote increased service delivery and sharing of best practice.
9	Facilitate excellent relationships with regional service volunteers, working with UK and nation colleagues to ensure volunteer best practice requirements are met.
10	Work with the Living Well Manager – CWTCH Cymru to manage allocated budgets and support reforecasting/budget setting.
11	Implement risk management and quality assurance processes for regional services, reporting to the Living Well Manager – CWTCH Cymru and contributing to the service risk register.

12	Ensure adherence to corporate policies and procedures and ensure services meet all safeguarding requirements in order that staff and volunteers understand and follow procedures.
13	Use data and impact measurement mechanisms to support internal reporting, produce accurate reports for Welsh Government and working closely with the Living Well Manager – CWTCH Cymru to ensure local delivery mechanisms are sustainable.
14	Develop and maintain excellent contacts and working relationships with local organisations in statutory, voluntary and private health and social care sectors in order to support service delivery, increase reach and raise the profile/awareness of Versus Arthritis.

## Criminal Record Check

### Requirement

This role DOES require a Criminal Record check

## Person specification

Knowledge, skills and experience: key requirements

Requirement	Evaluation Stage
1 Experience of working within the third sector, preferably within the fields of health, social care and disability.	Application/ Interview
2 Experience of managing staff that cover difference fields of work, including home-based staff.	Application/ Interview
3 Experience of service delivery including performance reporting, reporting to funders and delivering services in partnership with statutory bodies and Third Sector organisations.	Application/ Interview/Test
4 Experience of setting, monitoring and managing budgets.	Application/ Interview
5 Experience of working with volunteers or volunteering and knowledge of best practice in volunteer recruitment and management.	Application/ Interview/Test

6	Experience of safeguarding and working within set policies and procedures.	Application/ Interview
7	Knowledge and understanding of the issues faced by disabled people and a strong commitment to the empowerment of people with arthritis.	Application/ Interview
8	Sound organisational and management skills and the ability to prioritise workload effectively.	Application/ Interview/Test
9	Ability to be empathic to service users, volunteers and staff and to provide effective and supportive day to day supervision.	Application/ Interview

## Desirable requirements

Requirement	Evaluation Stage
1 Ability to communicate through the medium of Welsh or an understanding of the needs of Welsh language users.	Application
2 Understanding of the challenges of remote/homeworking and techniques to minimise any negative aspect.	Application/ Interview
3 Experience of leading service user focused provision.	Application

## Values and behaviours

Our values and behaviours framework underpins our daily working lives at Versus Arthritis. Its primarily for employees, volunteers and Trustees and describes the expectations we have of each other, and our individual and collective commitment to the organisation.

Our values and behaviours directly support our brand identity and our customer experience principles. Even though the language may not be exactly the same, the principles and ideas are all consistent with our purpose and identity as Versus Arthritis.

- We value our contribution to a truly **inclusive** and **flexible** organisation, that prioritises people's **health and wellbeing**.
- We value **learning** to increase our impact for people affected by arthritis.
- We value being **accountable** for our actions and have **high expectations** of each other.
- We value **persevering** with challenges when we know **it's the right thing to do**.