

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.

Job title	Regional Officer, Northern Ireland – North West	Location	Homeworker in North West area
			Some travel will be expected to our offices. Frequent travel around North West area (L'Derry, Limavady, Strabane) and throughout Western Trust
Contract type	Full-time	Contract length	Permanent
Date	March 2022		

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 until arthritis is 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.

We have big ambitions, and all our activities must work together to deliver these. In this way we will build recognition of the impact of arthritis. We will catalyse and galvanise communities across the UK who push back against arthritis. We will find discover, innovate, and enable new solutions, directly provide these and influence others to make big change happen. We will reach and support every child and young person living with arthritis and we will lead the generation and application of research knowledge relevant to arthritis. Critical to success is growing our income and creating a sustainable organisation equipped and able to deliver the support and solutions that people will look for.

The Services and Influencing Directorate leads on our Demand and Deliver strategies to enable us to support and represent people with arthritis so they get the change they need in order to live a life of quality, despite having the long-term condition of arthritis. This directorate is made up of leaders both nationally and locally to build relationships, leverage, political change, and personal change across the lives of people with arthritis.

Our Demand and Deliver strategies speak for, and to, people and they have expectations of how we need to operate. This directorate is made up of dedicated, enthusiastic people who want to support and enable change throughout all areas of our work.

Main purpose of the role

In 2021 we launched a new project called Together Versus Arthritis, which aims to better support and connect people living with arthritis within their local communities through the creation of a network of *Local Touchpoints*. This project is funded through The National Lottery Community Fund and will help Versus Arthritis reach more people with arthritis, creating new local peer-support groups, raising awareness and improving the support and opportunities available to people with arthritis in local areas. We'll bring together people, professionals and organisations to volunteer as Local Touchpoints and help us connect people with arthritis to advice, support and opportunities.

This role will lead on the delivery of this project in a local area, identifying opportunities and partnerships which Versus Arthritis can deliver support services through and to.

It will also support our volunteers as well as our communities to deliver services as per the local funding requirements.

The post-holder will be the go-to person for Versus Arthritis in a defined community ensuring our innovation and programme of work are implemented locally.

They will also be enthusiastic about building local networks and bringing people together.

Management and key relationships

Roles managed

Volunteer Management

Reports to

Programme and Partnerships Manager

Key relationships

- Service Volunteer trainer
- Other Regional officers in their Nation and across UK
- Branch & Group network
- Prof Engagement Nation Lead
- Voluntary and Community Sector in area
- Health Care professionals
- Innovation & Support team

Main Responsibilities and Duties

1

It's about knowing your local area and building opportunities to deliver services and support

- Work with key local partners across health, third sector and with employers in the North West area to enable people to access self-management information and advice to manage their condition, to stay in work and to keep physically active.
- Work collaboratively with key stakeholders to become local touchpoints, ensuring that high quality and relevant information is available to and accessible for people with arthritis, including those who are usually underserved.
- Ensure Equality, Diversity and Inclusion is incorporated into our planning, and we are reaching groups that would not normally contact the charity.
- To deliver high quality support services ensuring all policies including safeguarding are applied.
- This role will also be at the forefront of monitoring and evaluating our services. Capturing feedback and insight in the North West area to help inform the design of local service development and the needs of local people with arthritis/MSK conditions.

2

It's about developing networks

- To establish networks of local touchpoints in the North West area, building excellent working relationships and partnerships with local organisations across voluntary, statutory and private sectors, to maximise reach and embed services locally.
- Identifying motivated individuals in the North West area who want to become involved and/or volunteer with Versus Arthritis. Initiate a "Community of Practice" approach, providing a platform for on-going co-design of provision for local services.
- To extend the charity's reach and impact through promotion of Versus Arthritis services and establishing a pathway of links to specialist support services for people with arthritis.
- Assist local networks to promote and deliver services.
- Work in partnership with Versus Arthritis Health Improvement, Policy, Fundraising and Research teams to promote local involvement opportunities for people with arthritis.

3

It's about delivering services in a community

- Develop new opportunities for delivery of a range of self-management activities and tailored physical activity sessions to a variety of audiences.

- Support volunteers to deliver services within your area. Work closely with the Nation Service Volunteer Trainer to ensure volunteers are equipped to deliver to the required standard.
- Work with Service Volunteer Training and Quality Officer to identify training needs of volunteers.
- Ensure monitoring and evaluation, quality assurance and reporting requirements are fulfilled in order to meet obligations and evidence impact of services in support of people with arthritis.

4 It's about keeping our knowledge relevant

- Attending training and development events to help support the charity and your own development.
- Undertake any other duties reasonably requested in order to support UK Delivery and ensure adequate cover is provided to deliver the Together Versus Arthritis project in Northern Ireland.

Criminal Record Check

Requirement

This role DOES require a Standard DBS criminal record check.

Person specification

Knowledge, skills and experience: key requirements

Requirement		Evaluation Stage
1	Experience of working within the third and/or public sector, preferably within the fields of health and social care.	Application
2	Understanding the importance of self-management and experience of delivering interventions to people living with long term conditions.	Application/ Interview
3	Experience of working with volunteers including training and supporting volunteers as well as knowledge of best practice in volunteer management.	Application/ Interview
4	Experience of community development approaches including co-production and co-design and involving people with lived experience in decision making.	Application/ Interview

5	Ability to work autonomously using initiative. Ability to motivate, engage and involve volunteers and external stakeholders across a local area.	Application/ Interview
6	Excellent communication and interpersonal skills, and evidence of excellent relationship management with a wide range of stakeholders.	Application/ Interview
7	Good IT skills; thorough working knowledge of MS Office Suite especially Outlook, Word, Excel and PowerPoint and digital working skills including experience of using databases.	Application
8	Sound organisational and time management skills and the ability to prioritise workload effectively.	Application/ Interview
9	Understanding of the importance of diversity, inclusion, and accessibility.	Application/ Interview
10	Understanding of the challenges associated with remote homeworking.	Application/ Interview
11	Willingness to travel across the UK as required to attend meetings and events with a willingness to attend occasional weekend events and meetings.	Application

Desirable requirements

Requirement		Evaluation Stage
1	Knowledge and understanding of arthritis and other musculoskeletal (MSK) conditions.	Application
2	Understanding of the 'Social model of disability.'	Application
3	Experience of using /delivering over virtual communication platforms; Microsoft Teams, Zoom etc.	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**.