

# 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>	<b>Service Delivery Co-ordinator (North of England)</b>	<b>Location</b>	<b>Homeworking</b>
<b>Contract type</b>	Fixed-term	<b>Contract length</b>	12 months
<b>Date</b>	August 2022		

## Context

We are Versus Arthritis. Alongside volunteers, healthcare professionals, decision makers and researchers, we do 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 people with arthritis whenever they need it. 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 the pain, fatigue and isolation of arthritis.

Our Services and Influencing Directorate is a supportive team, passionate about providing high-quality services to people with arthritis, helping people to take greater control of their condition and to make positive, informed choices to live well with arthritis.

Our Commissioned Services in England work with local NHS Clinical Commissioning Groups and healthcare professionals to offer services for patients with osteoarthritis of the knee and/or hip.

We have been running our Commissioned Services in England since 2014 and have supported over 6,500 people.

## Main purpose of the role

As part of this team, you will co-ordinate and deliver all aspects of our Living Well with Arthritis England Commissioned services in the East Riding of Yorkshire CCG area. The service informs people about their condition, how they can self-manage, and the treatment options and support available to them. Our aim is for people with osteoarthritis to have the confidence, knowledge and skills to live how they wish to live.

You will help shape and deliver support for people living with arthritis whilst working alongside our group networks and peer support volunteers to maintain and grow our Commissioned services.

Whilst the post is home-based, there is an expectation that some travel will be required to attend meetings and embed the service. Occasional evening and weekend work may be required for effective service delivery.

## Management and key relationships

### Roles managed

Local volunteers

### Reports to

Programme and Partnerships Manager – Midlands and North England

### Key Relationships

Service users.  
Local peer support network.  
Local volunteers.  
Relevant colleagues across the UK.  
Service partners, e.g. GPs, NHS commissioners, healthcare professionals.  
Local community, voluntary and statutory contacts.

## Main Responsibilities and Duties

- 1 To plan, co-ordinate and deliver all aspects of the Living Well with Arthritis England commissioned service within the East Riding of Yorkshire CCG area, to meet or exceed targets and agreed quality standards to offer the best service we can.
- 2 To promote and deliver the service through developing and maintaining excellent partnerships with healthcare professionals and other local organisations in the statutory, voluntary, social care and private health sector.
- 3 To recruit, train, supervise and support volunteers who help us deliver our services.
- 4 Provide clear and comprehensive service monitoring, delivery reports and evaluation of service provision and outcomes.

5 To work across the wider Services team, Directorate and organisation, to grow the service and to support embedding other Versus Arthritis work or projects.

### Criminal Record Check

**Requirement** This role DOES require an Enhanced DBS Criminal Record check

### Person specification

Knowledge, skills and experience: key requirements

Requirement		Evaluation Stage
1	Experience of delivering service user focused provision within the voluntary sector.	Application/ Interview
2	Experience of recruiting, training, supervising and supporting volunteers.	Application/ Interview
3	Experience of building and maintaining relationships with local organisations and stakeholders.	Application/ Interview
4	Experience of comprehensive service monitoring, evaluation and delivering reports to meet targets.	Application/ Interview
5	Strong communication skills – both written and verbal, and experience of presenting in front of groups of people.	Application/ Interview
6	Strong administrative and IT skills – including MS Excel and Outlook.	Application/ Interview
7	Strong organisational skills and the ability to prioritise work effectively.	Application/ Interview

## Desirable requirements

Requirement		Evaluation Stage
1	An understanding of self-management concepts to aid living with a long-term condition.	Application/ Interview
2	An understanding of peer support.	Application/ Interview
3	Understanding of challenges associated with homeworking.	Application/ Interview

## Values and behaviours

Our values and behaviours framework underpins our daily working lives at Versus Arthritis. It's 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**.