

Job Title	Hub Coordinator (Part-Time)
Project	Support and Connect Hub
Employer	Limbless Association
Charity Head Office	Waterhouse Business Centre, Chelmsford, Essex
Role responsible to	National Hub Project Officer (to be appointed and in the interim this role will report to the CEO)
Hours	1 day per week (7 hours) fixed term for one year
Salary	£4,400 per annum (£22,000 pro rata)
Holiday entitlement	5 days annually (25 days pro rata)
Place of work	This is a remote working role, (add in the location specified). Each Hub Coordinator will be responsible for supporting the development of Hubs in either Bristol, Manchester, Hull or Essex – please specify in application. Our Coordinators will work closely with the respective centres to develop the Hub initiative. Access to transport is required as is a willingness to travel within a designated geographical area whereby pre-agreed expenses will be paid. Each Coordinator will be provided with a laptop and mobile phone to facilitate remote working.

ABOUT THE CHARITY

The Limbless Association is a long standing charity of over 35 years based in Chelmsford, Essex. Through its stakeholder networks the LA extends its reach as an organisation across the LA. We aim to support amputees, whatever their non-medical needs, from preoperative assessment through to post-operative recovery and rehabilitation. Our core services include a dedicated support helpline, advice and signposting, peer mentoring (Volunteer Visitors) and more recently our Support and Connect Hubs. The loss of a limb or limbs, through accident or illness is a devastating and life changing experience that affects the individual and their families. Consequently issues can be multiple, complex and severe. Here at the LA we champion lives beyond limb loss and with our developing offer of support we aim to ensure that **NO AMPUTEE NEED COPE ALONE**. The LA operates with a small friendly team working out of the Chelmsford office HQ, a dedicated Trustee Board and an army of volunteers.

LA SUPPORT AND CONNECT HUBS

The Limbless Association launched its first Support and Connect Hub in June 2018 in Harold Wood Long Term Condition Centre, (a limb fitting centre) in Essex. The Hub operates monthly on an informal drop-in basis and provides amputees with an outreach opportunity to gain advice and support, meet with other amputees, to share their experiences and take part in a therapeutic taster sessions.

The Hub aims to:

- Reduce isolation that many amputees experience.
- Improve amputees’ knowledge regarding recovery and life after limb loss
- Provide early access to peer mentoring support.
- Introduce amputees to activities and other experiences to improve their wellbeing and quality of life.

ROLE PURPOSE

The LA now has the opportunity to develop more Hubs at centres and locations across the UK and are looking to support the Hubs with dedicated Hub Coordinators. This new role will support the running and development of Hub sessions and nurture stakeholder relationships in their respective locations. This role requires a highly organised person with excellent communication and engagement skills. A positive and friendly can-do attitude is a must as well as having knowledge of the limb loss community and sector. The role being assumed by an amputee is highly desirable.

MAIN DUTIES AND RESPONSIBILITIES

This job description is not exhaustive. It merely acts as a guide and may be amended to meet the changing requirements of the charity and the project at any time subject to discussions with the post holder.

- Plan, coordinate and run (host) the monthly Support and Connect Hubs at the location/s designated.
- Be the main point of contact for the LA Support and Connect Hub at the location designated.
- As the local Hub lead, ensure that the Hub sessions are run in an inclusive, positive and supportive manner.
- Ensure that Hub sessions are resourced with LA relevant information and materials.
- Ensure that refreshments are provided at each Hub and will arrange locally the Hub's wellbeing taster session.
- The monthly Hub sessions run from 10am until 1pm on the same day each month. In addition to leading on this, during the other working days of the role, the Coordinator will undertake ongoing service user support as well as regional Hub promotion and development.
- Promote the Hub sessions across the respective geographical region to amputees and their families and sector professionals.
- Support Hub attendees pre and post the Hub sessions, with enquires and signposting (to Support Officers at LA HQ if appropriate).
- Support and grow volunteer numbers for the Hubs and Volunteer Visitor projects.
- Develop positive and professional relationships with centre and hospital staff to raise awareness of the Hubs and other areas of the charity's support.
- Support the growth of LA membership.
- Identify and engage with local and regional organisations to raise awareness of the Hub project and the LA. Be a local contact local sponsors and supporters.
- Act as an LA representative at local events, as a speaker and at local information fairs.
- Identify and respond to the additional needs of Hub attendees and volunteers by assisting in the development of new initiatives that might offer enhanced support to amputees and their families.
- Complete record sheets on all contact sessions and engagement activity contributing to project monitoring.
- On occasion, the Hub Coordinator may need to support project activities in the evening and at weekends.
- Organise and lead on the annual Hub Celebration.
- Support Hub developments by identifying other opportunities/sites for the Hub project.
- Work closely with the National Hub Project Officer, the Volunteer Visitor Regional Development Officer, Regional Fundraising Manager and the Communications and Events Officer to support ongoing developments and awareness raising opportunities.
- Undertake training as required for the role and adhere to all LA policies.
- Attend monthly project meetings (virtual and in person).
- Undertake bi-monthly supervisions and an annual review.
- Undertake any other tasks deemed necessary for the successful completion of the post.

Person Specification

Job Title: SUPPORT AND CONNECT HUB COORDINATOR

Criteria	Essential	Desirable	How Assessed
Experience	<p>Experience of amputees and related issues</p> <p>Experience of representing an organisation at external events</p> <p>Experience of engaging with a wide variety of stakeholders</p> <p>Experience in a customer service/client advising role</p>	<p>Client support experience in a healthcare setting</p> <p>Experience in the charity sector</p> <p>Knowledge and/or experience of volunteering</p>	Application/ Interview
Qualifications & training	<p>Educated to a good standard minimum GCSE level with English Language minimum C.</p>	<p>An advice support qualification or happy to work towards</p>	Application / Certificate of qualification
Skills & abilities	<p>Excellent communications and presentation skills</p> <p>Good organisational and time management skills with a systematic approach</p> <p>Good standard of written and spoken English</p> <p>Able to build and maintain productive working relationships with all stakeholder groups</p> <p>Able to prioritise, plan and organise own workload</p> <p>Excellent IT skills, in particular: Microsoft word, excel and outlook</p> <p>Ability to work as a team as well as on own initiative</p> <p>Ability to cope with a variety of challenging situations in a calm and sensitive manner.</p> <p>Diplomatic and professional</p>	<p>Excellent interpersonal and networking skills</p> <p>Able to think creatively and develop new approaches</p> <p>Understanding of health and social care related issues</p> <p>Able to work to targets, plans and budgets</p>	Application / Interview / Presentation/ Test
Knowledge	<p>Of the limb loss sector and the challenges of being an amputee</p>	<p>Awareness of how to motivate and support volunteers</p>	Application/ Interview/ Presentation
Personal Qualities	<p>Commitment to self-development (CPD) and willing to undertake training</p> <p>Enthusiastic, team worker, flexible, self-motivated, adaptable.</p> <p>Ability to relate positively to people of different cultures, backgrounds and experiences</p>		Application/ Interview
Other requirements	<p>Access to transport</p> <p>Enhanced DBS check required</p> <p>Willing to work unsocial hours if necessary (TOIL policy)</p> <p>Willing to travel and make occasional overnight stays for work purposes</p>		Application