



Limbless Association
#LifeBeyondLimbLoss

Outreach Coordinator Support and Connect (North-East)

1 September 2021

Welcome from the CEO

I am delighted that you are interested in the role of Outreach Coordinator – Support and Connect, North East at the Limbless Association. This is a fantastic opportunity for the right person to make a positive impact on our members.

We are a growing supportive team who work closely together, despite being a National Charity and based across the UK.

Most amputees have experienced isolation, anxiety and depression due to their amputation and have often struggled with their mobility and additional health conditions. This has been exacerbated by the COVID19 pandemic, making the need for connectivity with people in similar situations more important than ever.

We launched our monthly Support and Connect Hub Hull in 2019 with outreach events having been suspended during the pandemic. We are now looking for an outreach team member to support the running of the Hull Hub once it's safe to do so and this role will also look to develop other local Hubs and outreach initiatives across the North East.

The successful person will have a positive can-do attitude and a real understanding of the limb loss community and sector. You will need drive and enthusiasm to get the Hubs up and running effectively to tight timescales.

As a professional, pragmatic and self-motivated professional, you can be part of shaping this important and well-respected national project. Our size means we are able to work highly collaboratively, supporting one another and ensuring that everyone has a voice in how we develop.

If you are passionate about leading a project that provides support to people who need it most and you thrive on your work making a direct difference then I really look forward to hearing from you.

Deborah Bent

CEO



ABOUT THE LIMBLESS ASSOCIATION

The Limbless Association is a long-standing national charity based in Chelmsford, Essex, which through its stakeholder networks extends its reach as an organisation operating and connecting nationally.

The LA aims to support amputees, whatever their non-medical needs, from the point of consultation and preoperative assessment through to post-operative recovery and rehabilitation.

Our core services include a dedicated support line, access to welfare rights and legal advice, peer to peer support through our Volunteer Visitor programme, wellbeing support, membership, and links to local services.

The LA's two key projects are the Support and Connect Outreach and Volunteer Visitor programme. 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 without barriers and believe that all amputees should have unparalleled support to lead independent and fulfilled lives. Our key message is that *No Amputee Need Cope Alone*.

The LA currently operates with a small friendly team working out of the Chelmsford office HQ and remotely, along with a dedicated Trustee Board and an army of volunteers. (Please note the LA HQ is likely to relocating to Billericay during the Summer of 2021).

LA SUPPORT AND CONNECT PROJECT HUBS

Support and Connect activities cover all four strands of our work, informing, advising, supporting and connecting. LA outreach support aims to grow a network of peer groups regionally and nationally. Support and Connect offers a range of opportunities for those pre and post amputation to access support and connectivity with other amputees delivered by our regional Outreach Coordinators. These opportunities include:

- Regular in person Hub sessions
- LA Helpdesks
- Supporting volunteering opportunities
- Virtually Speaking online events
- Digital Access Programme
- Wellbeing for All courses



The Support and Connect Outreach project 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.

The Support and Connect project represents an important development at the charity and since inception has quickly become one of its key projects. The LA aims to develop a national network of Hubs at centres and locations across the UK. In light of the COVID19 pandemic, some of the work of the Support and Connect Hub project is currently being delivered online. However, we will be running in-person Hubs again as soon as it is safe to do so.

SUPPORT AND CONNECT – NORTH EAST

As part of the Support and Connect Hubs projects, we are proud to be bringing our model to the North-East.

We recognise that amputees often endure mental health challenges, physical health complications and ongoing mobility challenges, even many years after their original amputation operation.

The postholder will engage and support the amputee community in the North East of England, making contacts and building relationships to understand and meet the needs and challenges facing amputees across the North East.

JOB DESCRIPTION

Salary:	Circa £23k per annum pro rata depending on experience.
Hours:	14 hours a week
Days:	Days to be agreed (Requirement for flexibility to work weekends and out of hours, for which there will be no payment, however, a time off in lieu policy is in operation).
Type of contract:	Fixed term contract for 12 months initially with the possibility of an extension.
Reporting to:	Support and Connect Outreach Manager
Holiday entitlement:	25 days leave plus 8 bank holidays pro-rata.
Place of work:	Remote working with some travel required across the North East and occasionally within the UK according to the needs of the role, including to Chelmsford as the main meeting location for the LA team. (The LA are likely to relocate to Billericay from Summer 2021)

The LA is developing a programme of local, regional and national outreach support activities that will be delivered by its Support and Connect Outreach team. The Outreach Coordinator Support and Connect Outreach team. The Outreach Coordinator Support and Connect North East is a new role that will lead on the development and growth of the new Hubs across the geographical area.

This role requires a highly organised person with excellent communication and engagement skills to:

MAIN DUTIES

- Assist the Support and Connect Outreach Manager on the development and implementation of a strategy to support and grow the project within the designated north-east region, nationally and at local level
- Responsible for the continuation of the Hub established in 2019 and currently on hold due to the pandemic.
- Be the main point of contact for the LA Hubs across the North East, building strong positive and professional stakeholder relationships with existing and new LA members, supporters, centre and hospital staff and sponsors.
- Assist Amputees to access LA support
- Provide regular one to one support for service users and members in their area by phone, virtually and in person.
- Manage and host the in-person and online Virtually Speaking Hub sessions.
- Lead on support delivered via the LA's Digital Access Programme regionally.
- Set up, run and promote regular helpdesks.

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- Support hospital outreach opportunities.
- Promote LA events, activities and involvement opportunities (including volunteering).
- Represent the LA at local level withing a range of wider stakeholder settings
- Build a strong knowledge of local and regional wider support relating to the wider needs of amputees.
- Lead on the resourcing of each Hub, including the running of the Hubs and supervising volunteers or a local Coordinator as applicable, providing support, development and direction to ensure that the needs of the Hub Service Users are met.
- Working with the Volunteer Visitor team to grow volunteer numbers; managing, supervising and developing Hub volunteers in line with best practice.
- Responsible for identifying and developing income generation, working with the fundraising and communications teams to maximise opportunities.
- Assist the Support and Connect Outreach Manager to manage and monitor the Hub project budget in the North East.
- Support the Communications and Engagement Manager on the development of a communications and engagement strategy; to promote the Support and Connect in the North East; develop the offer, promote the work of LA, and grow the membership.
- Monitor and evaluate the quality of the Hubs in the North East, gathering feedback from all stakeholders, analysing outcomes data and reporting back on impact.
- Lead on the creation of and organising specific North East related events, run by the LA, ensuring that all Hub sessions are run in an inclusive, positive, supportive and professional manner.
- Such other duties at a comparable level of responsibility as determined by the Support and Connect Outreach Manager.

General

In addition to the specific duties and responsibilities outlined in this job description, Limbless Association employees should be aware of their specific responsibilities towards the following:

- Follow all health and safety and fire regulations and to co-operate with the Charity in maintaining good standards of health and safety.
- Uphold ethical and professional standards and not behave in a manner that is likely to bring the Charity into disrepute.
- Promote and sustain a responsible attitude towards equal opportunities and diversity within the Charity.
- Demonstrate a commitment to ongoing registration requirements or any national professional or occupational standards associated with the role.



- Demonstrate a commitment to ongoing learning and development and to participate in any training relevant to the role.
- Limbless Association is committed to encouraging volunteering throughout the organisation and as such the postholder will be expected to support and respect volunteers, and may be asked to work alongside or supervise a volunteer as part of their role whilst working at Limbless Association.

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

The LA is a small national charity with significant aspirations and plans to grow. We currently operate as a small team whereby any team member who shares our vision will be offered the support and scope to develop within their role and be encouraged to grow with the charity to take advantage of further opportunities as they arise.



Person Specification

Job Title: Outreach Coordinator – Support Connect North East

Criteria	Essential	Desirable	How Assessed
Experience	<ul style="list-style-type: none">- Minimum of two years' front-line experience in the Voluntary or statutory sector (advisory and support)- Experience of supporting the development of projects and initiatives from inception to successful implementation and delivery- Experience of working in user led environments- Experience of working and supporting virtually- Experience of working to budgets and tight deadlines- Experience of monitoring and evaluating projects- Experience of amputees and related issues- Experience of engaging with a wide variety of stakeholders- Experience of co-ordinating and supporting the work of volunteers	<ul style="list-style-type: none">- Client support experience in a healthcare setting- Experience in a customer service/client advisory role- Experience of identifying and supporting income generation initiatives in the voluntary sector- Experience of representing as a public patient voice	Application Interview References
Qualifications & training	<ul style="list-style-type: none">- Educated to GCSE standard or equivalent with a good pass in English and Maths.	<ul style="list-style-type: none">- An Advice Support Qualification* *or working towards	Application/ Certificate of qualification Test (as applicable)
Skills & abilities	<ul style="list-style-type: none">- Excellent communications and presentation skills- Ability to build and motivate a remote team (Hub volunteers)- Excellent written and spoken English- Good organisational and time management skills with a systematic approach	<ul style="list-style-type: none">- Excellent interpersonal and networking skills- Able to think creatively and develop new approaches- Understanding of health and social care related issues	Application, Interview Presentation References



	<ul style="list-style-type: none">- Excellent facilitation, influencing and negotiation skills- Able to build and maintain productive and professional positive working relationships with all stakeholder groups- Able to prioritise, plan and organise own workload- Able to work to targets, plans and budgets- Experience of using CRM database- Excellent IT skills, in particular: Microsoft word, excel and outlook		
Knowledge	<ul style="list-style-type: none">- Recent knowledge of evaluation and monitoring- Awareness of how to motivate and support volunteers, supporters etc- Knowledge and understanding of the limb loss sector and the challenges of being an amputee		Application/ Interview/ Presentation
Personal Qualities	<ul style="list-style-type: none">- Commitment to self-development and willingness to undertake training (CPD)- Self-motivated- Creative- Strategic thinker- Enthusiastic- Team player- Tenacious- Adaptable and flexible- Comfortable with change- Calm and unflappable- Sensitive and empathetic- Diplomatic and professional- Ability to relate positively to people of different cultures, backgrounds and experiences		Interview References
Other requirements	<ul style="list-style-type: none">- Access to transport and able to travel extensively across the UK as required		Application References



	<ul style="list-style-type: none">- Satisfactory enhanced DBS check required- Adaptable and flexible- Willing to work unsocial hours if necessary (TOIL policy)- As we are a national charity, the postholder will be required to attend events and meetings across the UK where overnight stays will occasionally be required.		
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Recruitment timetable

Activity	Date
Closing date for applications	Wednesday 22 September 2021
Informal Interviews	TBC
Formal Interviews	TBC
Start date	To be negotiated, but ideally ASAP

How to apply

Should you have any queries or wish to have an informal discussion about this role, please contact deborah@limbless-association.org quoting **Outreach Coordinator – Support and Connect North East**

If you believe you have all the essential criteria required and wish to apply for this role, please complete our **application form** which should clearly explain how your experience and skills fulfil the essential requirements of the person specification. Please address all the essential criteria identified in the person specification in your application.

You should give the names, positions, organisations and contact details of at least two referees, one of whom should be your current/most recent employer. Referees will not be contacted without your prior approval.

Applications should be returned by email to hr@limbless-association.org (quoting "**Outreach Coordinator – Support and Connect North East application**" in the subject heading).