

Together we can silence tinnitus

Regional Engagement Officer

Job description & person specification

Job Title:	Regional Engagement Officer
Reporting to:	Interim Head of Services
Responsible for:	N/A
Hours:	Part-time, 21 hours per week
Contract type:	3-year fixed term, funding restricted
Salary:	£27,000 per annum FTE
Location:	Remote based in the South West – This role will include travel across the South West region.
To apply:	Send a CV and covering letter to info@tinnitus.org.uk

Job Purpose:

This role is key to an exciting new project from Tinnitus UK in transforming the support networks for the tinnitus community in the South West. Tinnitus can be a very isolating condition and connecting with others who experience it and learning what support is available can be a real lifeline. We have identified the South West as a region that is particularly isolated from local tinnitus support and for that reason, this role will be focussed on targeting Devon, Dorset and Cornwall to proactively grow our support groups network in this region. This is a new project based on existing learning from our experience in growing our extensive local support network of over 100 groups. Under the guidance of our Interim Head of Services, our Regional Engagement Officer will engage, recruit and train local volunteers to set up 18 new groups in selected localities.

Our Regional Engagement Officer will be self-motivated and able to work independently towards achieving their strategic targets. They must be people-orientated, empathetic, and able to create rapport with people from all backgrounds.

Main Responsibilities

Tinnitus Support Groups

- Proactively source and meet with key contacts in a region to build local networks
- Organise and deliver events that bring together patients, professionals, and other key people to galvanise interest and enthusiasm for support groups
- Recruit and manage volunteers to set up and run support groups
- Train support group leaders in facilitation skills and arrange any other training for emerging needs
- Visit existing tinnitus support groups and give formal and informal presentations

Planning and reporting

- Prepare regular reports for the Interim Head of Services that indicate progress towards the key aims and targets of the project.
- Ensure that all data in relation to support groups is stored in line with data protection regulations
- Conduct regular evaluations of support groups including, but not limited to, group numbers, attendance, facilitation skills and impact

Service development

- Lead the evaluation of the impact of the Tinnitus Support Team services on Tinnitus UK and the wider tinnitus community, including the ongoing measurement of our Social Return on Investment.
- Work with the Head of Services and our Consultation Group in devising and undertaking ongoing exploration and evaluation projects to discover ways of better supporting the tinnitus community and ensuring our services are inclusive.
- Support the Head of Services in managing the development of Tinnitus UK's Chat bot. To train staff and volunteers in its use and manage the development of its contents.

General

- Work across Tinnitus UK team and assist in all areas of work.
- Co-ordinate and attend internal and external meetings and events
- Contribute to the general administrative running of Tinnitus UK.
- Adhere to and promote Tinnitus UK's organisational values.
- To be flexible and carry out other associated duties as may arise, develop, or be assigned in line with the broad remit of the post.

Person Specification

Experience

- Relevant experience working in the Voluntary Sector
- Volunteer recruitment, support and management
- Working remotely of a central office
- Formal and informal reporting of team activity
- Delivering and supporting the development of training sessions

Knowledge, Skills and Abilities

- Diplomatic and confident verbal and written communication skills including excellent telephone manner
- Presentation and public speaking skills
- Ability to engage and motivate others
- Organisational skills and ability to plan, manage and prioritise a varied and complex workload
- Knowledge of Microsoft Office and ideally Microsoft 365
- The ability to travel extensively across the local area is essential to be able to fulfil the requirements of the role

Personal Attributes and other requirements

- Reliable, committed and a good timekeeper
- Shows initiative in problem solving and decision making
- Displays creativity in generating new ideas
- Self-motivated and able to work independently towards achieving strategic targets
- People-orientated, empathetic, and able to create rapport with people from all backgrounds
- Commitment to anti-discriminatory practice and equal opportunities and an ability to apply awareness of diversity issues to all areas of work
- Undertake training as required
- Commitment to the values and ethos of supporting people with tinnitus
- Willingness to travel to the Tinnitus UK office on occasions for in-person meetings (approximately twice a year).
- Clean UK driving licence

Tinnitus UK Unit 5 Acorn Business Park, Woodseats Close, Sheffield S8 0TB

www.tinnitus.org.uk  TinnitusUKcharity  tinnitus-uk  uk_tinnitus  uk_tinnitus

Tinnitus UK are committed to promoting diversity and equality in all aspects of its work. We strive to be an inclusive employer and encourage applications from under-represented groups such as Black, Asian and Minority Ethnic backgrounds, people who are LGBT, have a disability, learning difficulties or a long-term condition, with caring responsibilities and from less advantaged socioeconomic backgrounds.

