

Job Description

Macmillan Deaf Cancer Support Project Administration & Outreach Officer x2 positions (Scotland & Northern Ireland)	
Salary	£20,000 pro rata
Working hours	18.75 hours per week - Scotland 18.75 hours per week – Northern Ireland
Responsible to	Project Co-ordinator
Appointment type	Permanent
Location	Home based with regional travel

Job Purpose

The main purpose of the job is to provide a positive experience for clients who have been referred to the project/support group from various sources. The role holder will be responsible for facilitating the journey for the client from referral to the correct team and into the support group. It will involve inputting data, creating spreadsheets, managing mail outs, being responsible for email inbox, supporting the team for events and any other general admin tasks as required.

You will receive referrals from various professionals, such as nurses, GPs, psychologists, social workers, and voluntary sector organisations, as well as self-referrals. Referrals may be submitted through our referral forms via email or post, or individuals may contact the service directly.

Your responsibility as an Outreach & Administration Officer is to gather comprehensive details at the referral stage, ensuring that all necessary information is obtained to facilitate an initial assessment of the person's needs by the appropriate team. Additionally, you may engage with individuals interested in volunteering for the service.

You will also support the Project Coordinator in the promotion and development of peer support groups for Deaf people affected by cancer in your area. Groups will be supported by volunteers and transition to user-led throughout the project. It is anticipated that this will include planning activity, liaising with guest speakers, organising social activities, and providing information and awareness sessions etc.

You will also support the team's Communications and Marketing Officer with elements of our social media and promotional work within your geographic area.

Duties and Responsibilities

Referrals:

- Accept referrals through various channels (phone, email, text) and accurately input data into the CRM system.
- Create new client profiles on the CRM system.
- Understand and follow the safeguarding policy and procedures when handling referrals.

Personal Specification

- Respond to project-related enquiries and provide necessary administrative support.
- Assist volunteers with administrative tasks when required.
- Keep the CRM system updated with client and volunteer information.
- Create and maintain Excel spreadsheets for data management.
- Sort incoming and outgoing mail and handle other ad-hoc administration tasks.
- Assist in organising and preparing social activities and related events.
- Support the team in organising community events.
- Seek assistance from the Office Administrator for additional support, bookings, rentals, and related tasks.
- Adhere to all policies and procedures for effective collaboration.

Working with the Deaf community and peer support groups

- To increase awareness and interest in peer support groups within the Deaf community.
- To provide group support volunteers, group leaders and peer support groups with support, training, development and practical services.
- To contribute to Self Help UK training networks, briefings and development events for groups and group members.

HR:

- Ensure timely disposal of records according to retention policies.
- Provide administrative support to managers in the recruitment of staff and volunteers.

Customer service and reception:

- Fulfil reception duties and be the initial point of contact for the project.
- Handle telephone (if appropriate), email, and face-to-face enquiries from staff and visitors, ensuring timely responses.
- Support and direct volunteers and staff who are not present in the office.

Other duties:

- Attend and contribute to team meetings.
- Participate in relevant training and networking events.
- Perform other reasonable duties as assigned by your line manager.

This job description does not contain an exhaustive list of duties, and you may be required to undertake additional responsibilities consistent with the scope of the position. It is a dynamic document which will be subject to review with the post-holder to adapt and develop the role according to the service needs and company policies.

Travel: Willingness to travel from time to time across the UK to provide support or deliver engagement activity within Deaf communities.

Personal Specification

Collaborative working with other departments

Office Coordinator / Administrator

- Liaise with Self Help UK Office Coordinator / Administrator to ensure good links with Self Help UK; get help with administration as needed - office supplies, supplies for staff, ID badges for volunteers, bookings for conventions, training and much more.
- Liaise with Self Help UK Office Coordinator / Administrator to ensure consistent working.

Other Self Help UK Teams

- When necessary, work in line with other Self Help teams as directed by Project Manager

Title: Macmillan Deaf Cancer Support Project – Peer Group Outreach Officer		
Salary:	£20,000 pro-rata	
Working Hours:	18.75 hours per week - Scotland 18.75 hours per week – Northern Ireland	
Reports to:	Peer Group Co-ordinator	
Accountable to:	Project Manager	
Appointment type:	Permanent	
Main Location:	Remote working	
	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> Proficiency in British Sign Language (BSL) level 3 above or native BSL user 	<ul style="list-style-type: none"> British Sign Language level 4 Level 2 Diploma Business Administration or equivalent.
Experience & Knowledge	<ul style="list-style-type: none"> Previous experience in a similar role Familiarity with safeguarding and data protection. Experience working with CRM systems Knowledge of file administration processes. Demonstrated ability of data entry with a high level of accuracy. Experience of working with communities in a paid / unpaid capacity. Experience of developing community / support groups. 	<ul style="list-style-type: none"> Awareness of Health & Safety issues An understanding of some of the issues experienced by Deaf people living with cancer. Practical experience supporting Deaf people living with cancer. Experience of delivering presentations and training. Experience of simplifying and explaining complex concepts to a variety of audiences.

Personal Specification

	<ul style="list-style-type: none"> • Experience of using publicity, networking and social media to reach and influence members of the public. 	
Skills	<ul style="list-style-type: none"> • A strong appreciation of the importance of confidentiality when working with groups and communities, especially surrounding sensitive health issues. • IT skills including Microsoft Office 365 (Word, Excel and PowerPoint.) • A flexible approach to conflicting demands i.e. good prioritisation skills in order to manage own workload. • High level of interpersonal skills including effective mediation, negotiation and facilitation skills. • Ability to work with unfamiliar issues in an open-minded and non-judgemental way. • Ability to use a range of social media. 	<ul style="list-style-type: none"> • A flexible and innovative approach to enabling group development.
Attributes	<ul style="list-style-type: none"> • Committed to equality and celebrating diversity. • Committed to empowering others. • Ability to work collaboratively across a small staff team. • Willingness to develop professionally and attend courses as required. • Ability and willingness to work flexibly with occasional evening and weekend working. • Can meet the requirements of the UK 'right to work' legislation*. (see below) 	

Personal Specification

Other Requirements	<ul style="list-style-type: none">• Ability to work remotely including home/office working, via Zoom etc.• Ability to travel across the UK from time to time to meet groups and volunteers for training etc.• Willingness to have a DBS check	
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* Self Help Nottingham (trading as Self Help UK) has a responsibility under the Asylum, Immigration and Nationality Act 2006 to ensure that all employees are eligible to work in the UK. Prior to commencing employment, the successful candidate will be asked to provide documentary evidence to this effect, for example a UK/EEA passport or identity card; a full UK birth certificate; a Home Office document or visa evidencing the right to take this employment. Please note that Self Help Nottingham will not be able to issue a Tier 2 Certificate of Sponsorship for this Post.