

Volunteer & Ambassador Coordinator

Permanent

Bloodwise created the Patient Experience Directorate in 2015, incorporating a policy and campaigns function as well as an expanding the patient services team. The aim was to maximise the availability, relevance and impact of support services to blood cancer patients and carers and to work in partnership with providers to champion their needs as well as to continue to drive forward the blood cancer research policy agenda.

The Ambassador volunteering programme underpins and supports the work of the directorate and the Volunteer and Ambassador Coordinator is a new role at Bloodwise. It was created to develop and strengthen our user involvement strategy, and increase the opportunities we are able to provide for people affected by blood cancer.

So if you have experience working in patient and public involvement please carry on reading. This could be the job for you!

About us

We're the UK's specialist blood cancer charity and our vision is clear: we're here to beat blood cancer and we've been working to do this since 1960.

We fund world-class research; provide information and support to patients and their loved ones; and raise awareness of blood cancer. Since 1960 we have invested more than £500 million in blood cancer research in the UK. Where we've invested, survival rates and quality of life have improved.

We're proud to say that UK blood cancer research leads the world, thanks to the money we've been able to invest because of our supporters and fundraising. But we still have so much more to do: blood cancer is the 5th most common cancer and sadly it is the 3rd biggest cancer killer in the UK claiming more lives than either breast or prostate cancer.

JOB DESCRIPTION AND PERSON SPECIFICATION

Job Title	Volunteer and Ambassador Coordinator	Location	London
Contract Type	Permanent Contract	Contract Length	Full Time

Context to the role

Since its creation in 1960, Bloodwise has established a formidable relationship with scientists, clinicians, supporters and stakeholders and has raised nearly £500 million for investment in blood cancer research. In that time research has taken us from a position where survival from any blood cancer was measured in weeks and months to a future where beating blood cancer is a very real possibility. These achievements have brought new challenges in particular for those who now live with long-term chronic conditions and the emotional, physical and practical demands that this places on patients, their families and friends and the services that provide treatment and care. Much has been achieved but there is still much to do.

Following a Prioritising Patient Need research programme in 2014, Bloodwise created a Patient Experience Directorate in 2015 incorporating a policy and campaigns function as well as an expanding patient services team. The aim was to maximise the availability, relevance and impact of support services to blood cancer patients and carers and to work in partnership with providers to champion their needs as well as to continue to drive forward the blood cancer research policy agenda.

In this time Bloodwise has successfully established itself as a voice of blood cancer patients, healthcare professionals and researchers, providing a range of support and information resources and building a community of patients and carers, and a network of committed supporters with influence. A new Ambassador volunteering programme underpins and supports the work of the directorate.

Building on these foundations the Volunteer and Ambassador Coordinator is a new role at Bloodwise created to develop and strengthen our user involvement strategy, and increase the opportunities we are able to provide for people affected by blood cancer to truly be at the heart of everything we do.

Main purpose of the role

The Volunteer and Ambassador Coordinator will be passionate about working with people, and be driven by the importance of having a strong patient voice in every aspect of our work. Working across the organisation the role will develop strong relationships with individuals and teams, the role will work collaboratively to drive a significant increase of patient involvement in each area. The Volunteer and Ambassador Coordinator will develop and deliver a dynamic and innovative engagement and volunteering plan and training programme to the highest standards to support the work of Bloodwise.

Key relationships

Reports to	Patient Services Manager
Line management responsibilities	n/a
Key relationships	Patient Services Team, Regional Team, Media Team, Policy Team, Research Team, Marketing Team, Corporate Team

Main responsibilities

- Support the strategic development and expansion of our programme of activities to increase ways in which people affected by blood cancer can get more involved in our work.
- Increase the profile of user involvement within the organisation by developing strong relationships with each team, and working creatively with key points of contact.
- Support key points of contact across the organisation by creating resources and training materials that help to develop meaningful activities for people getting involved in their area, and support with the implementation of their plans.
- Develop the user involvement recruitment pages on our website to ensure we are accessible and inclusive for anyone wanting to get involved with our work.
- With the Patient Services Manager support the design of induction sessions and a full training programme, empowering people to utilise their skills, strengths and experiences to deliver their roles effectively.
- Ensure all people involved with our work have a positive experience through maintaining and strengthening our strategic communication pathway.
- Monitor and evaluate the service to measure the success of our work and continuously improve the quality and impact of the opportunities we offer.
- Develop an internal communication strategy to ensure all teams within the organisation are able to effectively feed into the programme and utilise opportunities available in the most effective way.

Person specification

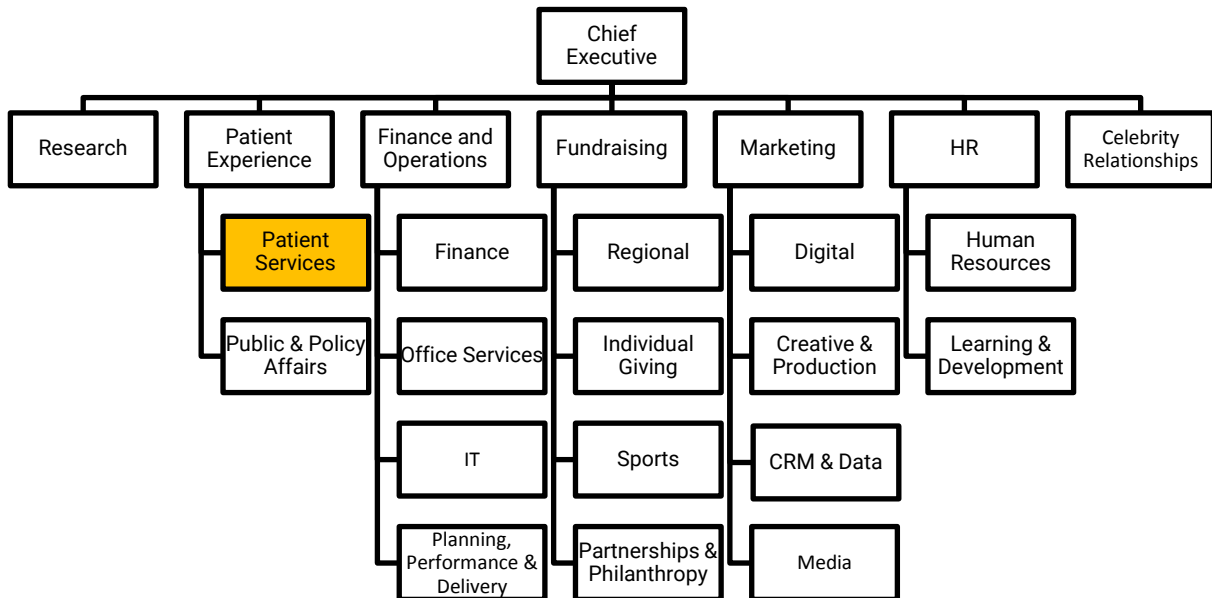
Skills knowledge and experience	
Essential	
1	Significant experience in working in patient and public involvement, and an understanding of the impact it can have on delivering the organisations strategic objectives.
2	Excellent written and verbal communication skills, with demonstrable ability to communicate succinctly face to face, over the phone, and online with a wide range of stakeholders internally and externally.
3	Experience in designing and delivering engaging training sessions internally and externally.
4	Demonstrable experience in collaborating with internal teams to design effective involvement opportunities.
5	Understanding of the importance of regular service analysis and evaluation.
6	Ability to work independently and within a team to plan and prioritise activities across multiple projects.
Desirable	
1	Experience in facilitating group sessions and focus groups, and managing challenging behaviours.
2	A working knowledge of data protection and safeguarding policies.
3	Experience of report writing, incorporating quantitative and qualitative feedback to analyse the service and drive strategic change where necessary.
4	Good IT literacy, including a working knowledge of CMS systems, and handling data in a CRM system.

Things we all do

- Attend and assist at Bloodwise events and activities as required (NB this involves evening and weekend work)
- Be an effective ambassador for Bloodwise at any activity you attend
- Develop an in-depth understanding of our work
- Do any other reasonable things your manager needs you to do

The team organagram

Now you have read about the role, to help you get a better feel of where it sits in Bloodwise here is a simplified organagram.



Shortlisting and interviews

Bloodwise is an equal opportunities employer and we are committed to ensuring all applications are treated fairly. All applications are subject to our shortlisting process; so if you're shortlisted we will contact you and invite you to attend an interview. We'll also tell you if there will be any skills tasks to complete as part of the recruitment process.

If you don't hear from us 2 weeks after the closing date, your application has not been successful.

For further information about us

See our website <https://bloodwise.org.uk/>

The good stuff working at Bloodwise

Apart from all the hard work we do, there are some really good benefits to working at Bloodwise:

<p>Annual Leave</p> <p>Entitlement is 25 days per year rising to 26 days after 2 years' service then 27 after 4 years service; we will usually close the office between Christmas and New Year which our trustees gift as an additional holiday.</p>	<p>Personal Development</p> <p>Development is really important to us and there are a variety of options available to staff at Bloodwise.</p>
<p>Time Off In Lieu</p> <p>We strongly encourage everyone to help with some activities outside of normal working hours. For this you can earn and claim TOIL.</p>	<p>Interest free season ticket loan</p> <p>We pay for the ticket and you repay the money out of your monthly salary.</p>
<p>Pension</p> <p>When you join us we'll automatically enrol you onto our pension scheme, which is run by Aegon. This can be increased through length of service.</p>	<p>Childcare vouchers</p> <p>You can exchange money per month from your gross salary for childcare vouchers.</p>
<p>Employee Assistance Programme</p> <p>Offers support information, expert advice and specialist counselling to help you prepare for life's predictable milestones.</p>	<p>Ride2work scheme</p> <p>This allows you to obtain a new bike to use to ride to work. You can then repay it through your salary.</p>
<p>Life Assurance</p> <p>Although we don't like to think about it, should something happen to you while working for Bloodwise we have life assurance for staff.</p>	<p>Refreshments</p> <p>On each floor in head office there's a kitchenette with tea, coffee, sugar, milk and plates, bowls and cutlery.</p>

Our location

Our Head offices are located at [39-40 Eagle Street in Holborn, London WC1R 4TH](#); Holborn tube is the closest station, approximately 5 minutes from our offices.

