



Article

## Information & Support Co-ordinator (Helpline)

We are looking for someone to be part of a team handling and responding to incoming helpline calls and emails daily, providing high-quality, up to date information and support in an empathetic manner tailored to the individual. They will also respond to online community enquiries, book and carry out referral calls for patients and also be involved in the production and updating of information resources and the website.

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|---------------|---|
| Job title:    | Information & Support Co-ordinator (Helpline)   |
| Salary:       | £24,500 with uplift to £25,000 after 6 months. After 12 months contract and salary will be reviewed.          |
| Hours:        | 28-35 hours/week  |
|               | Homeworking/remote contract with attendance as required at head office.                                       |
| Location:     | Address: Suite 3, Beechwood, Grove Park Industrial Estate, White Waltham Road, Maidenhead, Berkshire, SL6 3LW |
| Reporting to: | Information & Support Services Manager  |

### Job Description

The National Rheumatoid Arthritis Society (NRAS), is the only patient-led organisation in the UK specialising in rheumatoid arthritis (RA) as well as juvenile idiopathic arthritis (JIA). Due to its targeted focus on RA and JIA, NRAS provides truly expert and wide-ranging services to support, educate and campaign for people living with these complex autoimmune conditions, their families and the health professionals who treat them.

The Co-ordinator will be part of a team responsible for delivery of support resources and signposting to callers to the Helpline, email enquiries, online community enquiries, booked referral calls for patients, and ad hoc information events. They will also be involved in the production and updating of information resources and website.

### Main Purpose of Job

- Handling and responding to incoming helpline calls and emails daily. Provide high-quality, up to date information in an empathetic manner tailored to the individual.
- Offer signposting to NRAS services and other external providers.
- Capture all data accurately following GDPR guidelines using CRM systems.

- Arranging and making calls to people referred by external Health Care Professionals (HCPs) to our Right Start service, our flagship telephone based service.
- Monitoring and responding to, as appropriate, online community posts and enquiries i.e. via HealthUnlocked and other social media.
- Collaborating with NRAS colleagues to support the review and updating of information resources.
- Keeping up to date in understanding the current situation across the UK for the management and treatment of RA and JIA and helping to keep the entire NRAS team updated on these developments.
- Continuing to support the development of both the JIA and NRAS websites, maintaining content, which is interactive, interesting and up to date.
- Have an understanding of benefits available to people with RA and JIA and how to apply for them.
- Support the team manager and departmental director with tasks as the need arises.

## Person Specification

| Criteria                            | Essential   | Desirable  |
|-------------------------------------|---|--|
| Qualifications                      | GCSEs or equivalent   |  |
| Experience                          | Call handling experience communicating via various communication channels i.e. telephone, email, social media. Experience of using customer relationship management (CRM) databases. (Salesforce) Previous work within the third sector/charity, not for profit or public sector, or private healthcare   | Work in health or social care or youth/children services related environment. Experience of working well under pressure and managing an emotionally demanding workload Experience in the use of video conferencing platforms such as zoom. |
| Knowledge and Skills                | Basic knowledge of data protection and safeguarding procedures<br>Understanding of the health environment<br>Awareness of inflammatory arthritis MS Office packages<br>knowledge and capability<br>Excellent people skills and the ability to collaborate with volunteers, staff, service users and professional at all levels. Impeccable spoken and written English skills. | Understanding of RA and JIA<br>Knowledge of the workings of the NHS<br>Ability to present to groups of people.<br>Contributing to monthly management reporting for SMT.<br>Basic GDPR  |
| Personal Circumstances & Attributes | A caring, empathetic disposition<br>Reliable and pro-active able to work independently and as part of a team.<br>An eye for detail and takes pride in their work.   | Ability to work outside of normal work hours, including occasional weekends.   |

## How to apply

If you wish to apply, please submit your current CV and a cover letter to [samg@nras.org.uk](mailto:samg@nras.org.uk) using the subject line, 'Information & Support Co-ordinator Role'. When writing your cover letter, please ensure that you provide specific examples to demonstrate your competencies, achievements and skills addressing the specific criteria set out. We recognise that some of your experience may be from unpaid roles as well as paid employment – please include any voluntary work if it helps to show why you are the right candidate for the job. Any previous video and design work you can show will also be beneficial.

We believe that diversity drives innovation and success. We are committed to creating an inclusive environment where every team member feels valued and respected.

We welcome candidates of all races, ethnicities, genders, ages, religions, abilities, and sexual orientations. We also encourage applications from individuals with unique perspectives, experiences, and skills. Our goal is to build a workforce that reflects the rich diversity of our community and fosters a culture of inclusion and belonging.

If you are passionate about making a difference and want to be part of a dynamic and supportive team, we would love to hear from you.

## NRAS in 2023

- 0 Helpline enquiries
- 0 Publications sent out
- 0 People reached

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