###### A logo with blue circles and green text AI-generated content may be incorrect.A logo for a community fund AI-generated content may be incorrect.JOB DESCRIPTION: Senior Support Coordinator

Location: Homebased in Wales with travel

Hours: Part Time – 20 hours per week

Contract: 4-year fixed term

Remuneration: £28,000 p.a. pro rata.

Reports to: Chief Executive Officer

Core Purpose  
To represent Fertility Network UK in Wales, promote the charities services and provide moral support and advice for beneficiaries. To co-ordinate activities across Wales by liaising with individuals, community groups, relevant agencies, health care professionals, hospitals/clinics and providing branch contact for the Chief Executive, Trustees, Volunteers, and other staff. To collate and report on statistics, feedback and data for use in funding bids and annual reports.

###### Key Responsibilities

* Oversee and lead on all support services undertaken by Fertility Network UK in Wales.
* Oversee the management of all FNUK support groups in Wales including Facebook groups, Health Unlocked & WhatsApp groups, utilising staff and volunteers to coordinate.
* Identify gaps in services and develop provisions where appropriate.
* Line Manage Staff where applicable; provide staff with regular 1:1 support, objectives and targets.
* Maintain existing relationships and develop new relationships with stakeholders.
* Meet KPI’s and ensure clear and timely statistical recording of information.
* Produce written reports when required.
* Manage Infoline & support line and chat functions for beneficiaries, liaising with other staff members to always ensure effective cover.
* Develop wellbeing programmes and wellbeing directory alongside fundraising manager, ensuring full checks are carried out and facilitators are utilised effectively.
* Liaise with Support Workers and other staff members to develop volunteer training programmes.
* Manage volunteer recruitment and processing and deploy volunteers to the relevant staff members for ongoing management.
* Liaise with staff members to ensure the provision of ongoing support to volunteers, including regular drop-in sessions, 1:1’s and general charity updates.
* Liaise with all staff to plan and develop our range of webinars, information sessions and events to support people impacted by fertility issues from all sectors of the community.
* Follow up/refer all possible leads with media/clinics/companies and main contacts to create a higher profile for Fertility Network UK.
* Develop/maintain close contacts with clinics/professionals working in the field of infertility, by way of visits/presentations and ensure they promote the charities services to patients as widely as possible, utilising our Community Volunteers where appropriate. Facilitating presentations to clinic staff and other professionals.
* Liaise with the Fundraising Manager to extend fundraising infrastructure for Fertility Network UK by providing reports, advice, and support.
* Co-ordinate and initiate community activities throughout Wales in conjunction with other staff, utilising Community Volunteers where appropriate.
* Liaise with the communications team on media work and close contacts with media outlets to promote awareness of Fertility Network and infertility issues.
* Provide timely updates on events/activities requiring promotion on social media to Communications and Marketing Administrator.

###### General Responsibilities

* Provide support to online chat functions and support line for beneficiaries, if required.
* Ensure all work of a counselling nature is carried out with due regard to the sensitive nature of the issues involved and utilising experts where appropriate.
* Promote equality and advocate for equity and inclusion in all aspects of the charities work.
* Advocate for action on policy, research and decision making to improve outcomes for all those impacted by fertility challenges.
* Keep up to date with ongoing legislative and social change surrounding fertility, utilising the HFEA and other resources to ensure the provision of accurate, accessible and current information to beneficiaries and stakeholder. Share any news or information with the rest of the organisation when appropriate.
* Follow up/refer all possible leads to relevant staff members.
* Assist the charity in representing Fertility Network UK at outside meetings, exhibitions and conferences where appropriate.
* Attend and input to all meetings when required.
* Ensure all correspondence is dealt with promptly and efficiently.
* Ensure all telephone calls are answered promptly and in a sympathetic and informative manner.
* Attend educational courses where required and present a full written report when required.
* To undertake other duties within the responsibility of the post.
* Flexibility in hours.
* Extensive travel at times.

*The above job description is not intended to be an exhaustive list of duties and responsibilities. The post holder will be expected to undertake additional duties as the requirements of the post change. This document will be regularly reviewed by both parties.*