

JOB DESCRIPTION: Support Coordinator, Wales

Location: Homebased in Wales with travel

Hours: Part Time – 24 hours per week

Contract: Fixed Term

Remuneration: £25,500 p.a pro rata

Reports to: Senior Support Coordinator (Wales)

Core Purpose

To represent Fertility Network UK in Wales, promoting the charities services and providing moral support and advice for beneficiaries. To support our Fertility in the Workplace initiative. To co-ordinate role applicable volunteer activities. To liaise with individuals, community groups, relevant agencies, health care professionals, hospitals/clinics. To collate and report on statistics, feedback and data for use in funding bids and annual reports.

Key Responsibilities

- Providing 1:1 and general support and signposting to beneficiaries across Wales by email, phone, WhatsApp, social media platforms and through support groups, signposting to FN Wales support services and partner organisations.
- Liaise with the Fertility Network UK Fertility in the Workplace Coordinator to develop and deliver the new Fertility in the Workplace project for employers and employees in Wales. Providing 1:1 support to workplace ambassadors and employees. Managing employer subscriptions to provide a high level of care including liaising with the education officer to provide online learning for organisations and staff.
- Provide support to online chat functions and support line cover for beneficiaries on a rota basis with other support team members and staff. Ensure that cover is in place in the event of absence.
- Maintain and expand the current network of support via groups, social media etc and provide the necessary administrative support, liaising with volunteers who run the groups and assisting with growth and added value by way of a visiting speaker, presentation, or group discussions. Provide timely updates of meetings/activities to media teams for promotion.
- Provide a staff presence for WhatsApp groups in Wales, including utilising the service for promotions and ensuring that all group members adhere to the group rules.
- Attend relevant events for awareness raising and support.
- Assist the Senior Support Coordinator in supporting and utilising volunteers.
- Identify and develop relationships with stakeholders, sharing contacts and links with relevant staff members.
- Support relationship building and networking with Wales Health Professionals especially in Primary Care, encouraging referral to the Wales service.
- Develop relationships with other charities, associations, community groups and experts to provide additional levels of support to beneficiaries requiring support beyond our remit.
- Provide support to the Senior Support Coordinator in developing relationships with clinics/professionals working in the field of infertility, by way of visits/presentations, ensuring they promote the charities

services to patients as widely as possible. Utilising our community volunteers where appropriate.

- Monitor and evaluate support services in Wales and upkeep and recording of information, providing statistics to the Senior Support Coordinator for monthly reporting.
- Provide administrative support to the Wales team.
- Ensure all emails, telephone calls, texts, Facebook, Health Unlocked, and other electronic messages are answered promptly and in a sympathetic and informative manner.

General Responsibilities

- 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.
- Identify opportunities for partnerships with FNUK and refer to the fundraising manager for follow up.
- 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.