

**JOB DESCRIPTION**

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| **Job Title:** | **Member Service Delivery Officer – NHS Op Courage (Midlands)** |
| **Hours:** | 35 hours – we will also consider applications for flexible working to a minimum of 20 hours per week |
| **Location:** | Home Based, with some face-to-face work in the Midlands and meetings and events in Aldershot and other areas for which travel costs will be paid |
| **Reporting to:** | Operations Manager / Op Courage Coordinator |

**JOB SUMMARY**

Ensuring that Members are effectively onboarded, and that the charity identifies their needs and responds appropriately to support them. This will be achieved through providing a quality service and gathering information about the impact of our services directly from the Members.

**KEY RESPONSIBILITIES**

* Take new Member calls, triage, assess their needs and provide information about the services TRP offers; and then signpost internally/externally as required.
* Onboarding new Members helping them integrate into the TRP community by ensuring that they understand our values, Code of Conduct, services and how to access them.
* New Member monitoring:
* Carry-out follow-up contact
* Data collection on TRP service impact and wellbeing of Member
* Ensuring supplementary signposting/support if required
* Contact leavers to ensure:
* Reason for leaving is captured
* Data collection on TRP service impact and wellbeing of Member
* Ensuring supplementary signposting if required
* Member confident to return to TRP community in the future
* Help support of TRP WhatsApp Groups, ensuring that they are active, effective and adhere to the values of the charity; support the volunteer Regional Coordinators in their role.
* Ensuring good working relationships with other charities, advisory organisations and service providers and have a thorough understanding of other services available to Armed Forces families, in order to signpost effectively.
* Provide face to face support to members referred by Op Courage Midlands in collaboration with their clinical teams.
* Regular liaison with Op Courage Midlands clinical and operational teams, and provide verbal and written reports as required.
* Recognise any safeguarding and well being concerns and report appropriately to your manager; be involved in discussions about concerns and keep clear and accurate records of your observations. This could involve attending multi agency meetings as required.
* Maintain the TRP Operational Logs, including the Meeting Action Log. When you are due to be absent, ensure this task is handed over to one of your colleagues.
* Compile a monthly report for the Board of Trustees summarising operational activity and any governance issues, such as safeguarding and breaches of compliance.
* Cover the ‘help’ and ‘admin’ and other email boxes as directed by your manager; deal with day to day enquiries from members and non members.
* Ensure a good understanding of other services available to service families, in order to signpost effectively.
* Update and maintain the Customer Relationship Management (CRM) System, ensuring that data is accurately recorded and producing reports as required.
* Represent TRP at networking events and development opportunities that will increase the profile of the charity and the beneficiary base virtually and in person.
* Collaborate with the Marketing and Communications Officer to produce the annual impact report.
* Present to the Board where required, or to propose significant developments, new projects etc.
* This is not meant to be an exhaustive list of duties. The need for flexibility in such a small team is required and the post holder is expected to carry out any other related duties that are within the employee's skills and abilities whenever reasonably instructed, including covering for other team members when they are on annual leave.

**PERSON SPECIFICATION**

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|  | **ESSENTIAL** | **DESIRABLE** |
| **Knowledge, Skills & Experience:**  |  |  |
| Strong people skills, displays empathy and an ability to adapt to the situation.  | Y |  |
| Good written skills, with an ability to produce documents within a standard framework. | Y |  |
| Excellent verbal communication and listening skills and an ability to relate to members. | Y |  |
| Excellent time management - the ability to balance tasks, prioritise, and meet tight deadlines. | Y |  |
| An ability to innovate and collaborate. | Y |  |
| Adequate IT skills. | Y |  |
| Experience of providing customer-focused services. |  | Y |
| Experience of using Customer Relationship Management (CRM) systems or similar. |  | Y |
| Understanding of service and veteran families. |  | Y |
| Experience of working with social media applications. |  | Y |
| Experience of collecting impact and evaluation data. |  | Y |
| Experience of working in the third sector. |  | Y |
| Experience of caring and / or supporting someone with an illness or disability. |  | Y |
| **Personal Qualities:** |  |  |
| Ability to work as part of a dedicated team and independently. | Y |  |
| Self motivated and self disciplined. | Y |  |
| A keen desire to help and support members by working proactively. | Y |  |
| **Other:** |  |  |
| Willingness to learn and utilise training opportunities to develop existing skills and knowledge. | Y |  |
| Full driving licence and access to a roadworthy and taxed vehicle with business insurance. | Y |  |