

ICP Support



www.icpsupport.org

"Our vision is that every ICP baby is born safely"

Every year, around 5,500 women in the UK are affected by intrahepatic cholestasis of pregnancy (ICP), the most common pregnancy-specific liver condition, which in severe cases can result in stillbirth.

ICP Support is the UK's leading research-based charity at the forefront of supporting families affected by ICP and working with scientists to better understand the condition.

Our Support & Information Hub is at the forefront of the work we do and to ensure its growth, we need more staff to help us. We are looking for someone who will be able to provide information and support to those suffering from the condition, to increase our reach to people affected by ICP, and to further our links with health professionals so that we can deliver our long-term mission that all ICP babies are born safely.

Initially a one-year contract, we are aiming to extend beyond this, depending on performance and funding.

If you feel that you are the right person for us, please apply by sending your CV and covering letter, no later than 20 August 2023, to: jobs@icpsupport.org

JOB DESCRIPTION

Title:	Engagement and Support Officer
Reports to:	Support Hub Manager and Chief Executive Officer whilst working closely with other staff members
Remuneration:	Starting salary £20–22k (pro rata)
Hours:	21–28 hours a week – typically 9 am to 5 pm, although the post holder may be required to work a little later or at weekends very occasionally
Based:	Home-based with the occasional trip to the ICP Support office (if required)
Terms:	This is an initial one-year contract with a view to extending subject to finances

ROLE PURPOSE

The role closely follows the three aims of the charity and can be broken down into the following areas, with the postholder expected to:

Provide information and support to people affected by ICP

- Be able to answer questions about ICP and provide support across all social media platforms, telephone support line and email support.
- Actively engage with those personally affected by ICP and contribute to the delivery of services and support where needed (online social groups, Zoom meetings and Facebook live information and advice sessions).

- Work collaboratively with those who have experienced ICP to develop campaigns and build a community who can share knowledge and offer support to each other.
- Identify opportunities for our supporters to get involved with raising awareness of both ICP and ICP Support.
- Assess the services provided by the charity to ensure that support needs are being met. Contribute to the recording of this data and communicate these findings across the organisation.
- Work collaboratively with those involved with the charity to develop support groups and services based on their need where appropriate.

Raise awareness of ICP

- Help to develop engaging and informative communications and resources to raise awareness of ICP and ICP Support across a wide audience. Encourage involvement from both new and existing supporters.
- Identify opportunities to engage with a range of key partners* to raise awareness of ICP and ICP Support both locally and regionally (via presentations, networking and attendance at professional events).
**Key partners – HPs, GPs, local hospitals, other charities*
- Help to develop and maintain effective working relationships with key stakeholders to encourage their involvement with, and continued support of, the charity.
- Help to develop effective pathways for women to access ICP Support through professional links with GPs and midwives and other appropriate organisations (such as EASL – European Association for the Study of the Liver).

Promote and fund research into ICP

- Use creative ways to inspire widespread involvement in our campaigning activities to support ICP research.
- Assist the Information and Support Hub Manager to disseminate the latest research findings to increase knowledge and empower women to make informed decisions about their ICP management.

GENERAL DUTIES

- Support the Information & Support Hub Manager to develop and manage relationships with supporters and partner organisations (including responding to incoming communications, and acknowledgement and impact reporting of the gifts process).
- Maintain a directory of supporter (or previous supporter) contacts – for example, people who have supported us or organisations such as the RCM – to be shared with work colleagues.
- Help to ensure that impact data on development activity is captured, reviewed and reported.
- Work with colleagues to identify and encourage volunteers to be involved with engagement activities, surveys and events. Support volunteers in their various roles.
- Help to maintain a database of existing volunteers and develop and design engagement activities to recruit new volunteers.

PERSON SPECIFICATION

EXPERIENCE		Essential (E) Desirable (D)	Assessment method. Application (A)/ Interview (I)	
1	Experience of producing reports (for example impact reports) for a variety of audiences/stakeholders		D	A
2	Experience of facilitating small groups, e.g. community consultation or focus groups		D	A
3	Experience of using digital engagement/facilitation tools such as social media, video conferencing and online survey platforms (e.g. Zoom, SurveyMonkey)		E	A/I
4	Experience of working for a community organisation/environment		D	A
KNOWLEDGE				
5	A detailed understanding of the condition intrahepatic cholestasis of pregnancy (ICP)		E	A/I
6	Understanding of service provision and planning within the NHS and local authorities and how it affects women with ICP		D	A
7	Knowledge of the ICP Support community in groups and organisations		D	A/I
8	Knowledge of the community and voluntary sector		D	A
SKILLS AND ABILITIES				
9	Ability to convey complex information in a clear manner both verbally and in writing to anyone affected by ICP (communicating through telephone, email and via social media messages/comments)		E	A/I
10	Ability to provide emotional support to families affected by ICP who may be distressed by the diagnosis and/or symptoms of ICP		E	A/I
11	Excellent communication and networking skills, diplomacy, and the ability to develop and maintain positive relationships with a wide range of people and organisations		E	A/I
12	A proven commitment to promoting equality and diversity		E	A/I
13	Excellent verbal and written communication skills, including presentation skills and knowledge of PowerPoint, Excel and other data presentation platforms		E	A/I
14	Proactive, able to take initiative, and to work with minimal supervision, within a defined work plan and reporting framework		E	A/I
15	Ability to use social media and other online tools (e.g. Mailchimp, SurveyMonkey, Canva) to facilitate consultation or market research and to communicate with a range of stakeholders. You will be expected to be able to draft engaging posts within our social media platforms such as Instagram, Twitter, Facebook and LinkedIn.		E	A/I
16	Ability to provide stats/insights/analytics and/or quotes to help support funding bids for the continuation or expansion of the project		D	A/I

These skills and competencies will be tested in the application form and subsequently within the interview process. All successful applications are subject to satisfactory references and the post is subject to a probationary period.