

ICP Support



“Our vision is that every ICP baby is born safely”

www.icpsupport.org

Every year, around 5,500 women in the UK are affected by a liver condition of pregnancy called intrahepatic cholestasis of pregnancy, 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. Current research indicates that women from South Asian communities have twice the incidence of ICP compared with women of European origin.

2022 is an exciting time for ICP Support. We are now in a position to take the next step in growing our charity. We aim to achieve this with more staff to help us reach more people affected by ICP, and further our links with health professionals so that we can deliver our long-term mission that all ICP babies are born safely. This is especially important as we know that women from South Asian communities are not accessing our service for support or information.

We believe that this new Engagement & Support Officer post will help us to begin the process of growth with a particular focus on South Asian communities (especially those women whose family birth origins are in India or Pakistan) where women are currently underserved. Initially a one-year contract, there may be the potential to extend beyond this, dependent on performance and funding.

If you feel that you are the right person for us, please apply by sending your CV no later than XXXXXX to: jennychambers@icpsupport.org

JOB DESCRIPTION

Title:	Engagement and Support Officer (South Asian Communities)
Reports to:	Chief Executive Officer whilst working closely with other staff members
Remuneration:	Salary £20,000 – 22,500 per annum (pro rata) depending on experience
Hours:	2 days a week – flexible
Based:	Predominantly home-based with occasional trips to the ICP Support office in Sutton Coldfield in line with covid-19 restrictions
Terms:	This is an initial one-year contract with a view to extending subject to finances. The post holder will be required to work flexibly, including some possible evening/weekend work.

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

- Actively engage with those personally affected by ICP in the South Asian community, and contribute to the delivery of services and support (online social groups, Zoom meetings and Facebook live information and advice sessions).
- Work collaboratively with those from the South Asian community 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.
- Utilise and develop evaluation tools to assess the services provided by the charity to ensure that support needs are being met. Contribute to the recording of this data and communicating these findings across the organisation.
- Work in collaboration with those involved with the charity to develop South Asian Community support groups and services based on their need where appropriate.

Raise awareness of ICP

- Develop engaging and informative communications and resources to raise awareness of ICP and ICP Support across the South Asian community. Encourage involvement from both new and existing supporters, particularly those from the South Asian community.
- 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 – Healthcare professionals, GPs, local hospitals, maternity voice partnerships, other charities*
- Develop and maintain effective working relationships with key stakeholders to encourage their involvement with, and continued support of, the charity.

Promote and fund research into ICP

- Use creative ways to inspire widespread involvement from within the South Asian community in our campaigning activities to support ICP research.
- Disseminate the latest research findings to increase knowledge and empower women from South Asian communities to make informed decisions about their ICP management.

GENERAL DUTIES

- Support the CEO to develop and manage relationships with supporters and partner organisations.
- Maintain a directory of supporter (or previous supporter) contacts – for example, people who have supported us or organisations such as the Royal College of Midwives – to be shared with work colleagues.
- Help with maintaining a record of fundraising activities/campaigns and provide reports of their impact (working closely with any staff, such as a Fundraiser).
- 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 planning and delivering community engagement activities, and/or community development experience within the South Asian community	E	A
2	Experience of delivering health messages in a clear and engaging way	E	
3	Experience of designing and delivering social research and/or community consultations	E	A
4	Experience of writing reports for a variety of audiences/stakeholders	E	A
5	Experience of facilitating small groups, e.g. community consultation or focus groups	E	A/I
6	Experience of developing engagement strategies and/or methodology	D	A/I
7	Experience of using digital engagement/facilitation tools such as social media, video conferencing, and online survey platforms (e.g. Zoom, SurveyMonkey)	D	A
8	Experience of working for a community organisation	D	A/I
KNOWLEDGE			
9	An understanding of the condition intrahepatic cholestasis of pregnancy (ICP)	D	A/I
10	Understanding of service provision and planning within the NHS and local authorities and how it affects women with ICP	D	A/I
11	Knowledge of the South Asian community and voluntary sector	D	I
SKILLS AND ABILITIES			
12	Proven ability to manage a complex work programme and to plan and carry through tasks to deadline	E	A
13	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
14	Ability to provide emotional support to women who may be distressed by diagnosis and/or symptoms of ICP	E	
15	Confidence and ability to lead on work strands, coordinating with other partners	E	A/I
16	A proven commitment to promoting equality and diversity	E	A/I
17	The ability to communicate verbally using South Asian community languages such as Urdu/Bengali/Punjabi/Gujarati	E	A/I
18	The ability to communicate in writing using South Asian community languages such as Urdu/Bengali/Punjabi/Gujarati	D	A/I
19	Excellent verbal and written communication skills, including presentation skills and knowledge of PowerPoint, Excel and other data presentation platforms	E	I
20	Proactive, able to take initiative, and to work with minimal supervision, within a defined work plan and reporting framework	E	A
21	Ability to use social media and other online tools (e.g. Flodesk, SurveyMonkey, Twitter, Instagram, Facebook) to facilitate consultation or market research and to communicate with a range of stakeholders	D	A
22	Ability to contribute to 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.