

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 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.

2021 is proving to be an exciting time for ICP Support. It's our 30th Anniversary and fundraising efforts during Covid-19 mean that we have been able to take the next step in growing our charity. We have achieved this by employing more staff to help us engage with new donors and supporters for our cause, reach more women 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.

An Engagement & Development Officer has been in post since January 2021 and has contributed to the process of growth. We are now looking for a second Engagement & Development Officer to help continue this work. We are looking to employ someone for 2.5 days a week for an initial term of 1 year, although 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 to: jobs@icpsupport.org

JOB DESCRIPTION

Title:	Engagement and Development Officer
Reports to:	Chief Executive Officer whilst working closely with other staff members
Remuneration:	Starting salary £22,500 (pro rata)
Hours:	2.5 days a week – flexible
Based:	Currently home-based with very occasional trips to the office in line with Covid-19 restrictions (possibly once a year)
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 and contribute to the delivery of services and support via our social media platforms and support groups as well as online focus 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.
- Utilise and develop evaluation tools to assess the services provided by the charity to ensure support needs are being met. Contribute to the recording of this data and communicate these findings across the organisation.
- Work in collaboration with those involved with the charity to develop 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 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*
- Develop and maintain effective working relationships with key stakeholders to encourage their involvement with, and continued support of, the charity.
- 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.
- Disseminate the latest research findings to increase knowledge and empower women to make informed decisions about their ICP management.

GENERAL DUTIES

- Support the office 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 to be shared with work colleagues. For example, people who have supported us or organisations such as the RCM.
- 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.
- 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.	E	A
2 Experience of delivering health messages in a clear and engaging way	E	A
3 Experience of writing reports for a variety of audiences/stakeholders	E	A
4 Experience of facilitating small groups (e.g. community consultation or focus groups)	E	A/I
5 Experience of developing engagement strategies and/or methodology	D	A/I
6 Experience of using digital engagement/facilitation tools such as social media, video conferencing, and online survey platforms (e.g. Zoom, SurveyMonkey)	D	A
7 Experience of working for a community organisation and building relationships with key partners	E	A/I
8 Experience of design and delivering social research and/or community consultations	E	A
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 ICP Support community in groups and organisations	D	I
12 Knowledge of the community and voluntary sector	D	I
SKILLS AND ABILITIES		
13 Proven ability to manage a complex work programme and to plan and carry through tasks to deadline	E	A
14 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
15 Ability to produce engaging information for dissemination among our beneficiaries using platforms such as Canva	E	A/I
16 Confidence and ability to lead on work strands, coordinating with other partners	E	A/I
17 A proven commitment to promoting equality and diversity	E	A/I
18 Excellent verbal and written communication skills, including presentation skills and knowledge of PowerPoint, Excel and other data presentation platforms	E	I
19 Proactive, able to take initiative, and to work with minimal supervision, within a defined work plan and reporting framework	E	A
20 Ability to use social media and other online tools (e.g. Mailchimp, SurveyMonkey) to facilitate consultation or market research and to communicate with a range of stakeholders	E	A
21 Ability to provide emotional support to women who may be distressed by diagnosis and/or symptoms of ICP	E	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.