

OMS Community Engagement Co-ordinator Role Description

Passionate about genuine community engagement, excellent at building networks, coupled with love for digital tech and the charitable sector, then the role of our Community Engagement Co-ordinator is for you!

About OMS

[Overcoming Multiple Sclerosis \(OMS\)](#) is the world's leading MS lifestyle charity. We are a young, unique and dynamic organisation bringing fresh hope to the MS community both in the UK and around the world. Established in 2012, we've been raising awareness of the OMS 7 Step Recovery Programme, a scientifically researched, evidence-based approach to MS management that has been shown to improve health outcomes through diet and lifestyle changes. We have been building and supporting a community of people with MS who follow the OMS programme to enable peer to peer support and encourage a holistic and sustainable lifestyle change. We have been informing and empowering people with MS, through our digital platforms, to take control of their lives and focus on living well.

MS is a complex neurological condition that currently has no cure. It is estimated that some 2.5 million people are living with MS around the globe, with the disease more common in the 'Western world'. It affects people in the prime of their lives, aged between 20-40 years old, and affects three times as many women as men. In the UK alone, there are around 130,000 people living with MS, and a further 6,700 diagnosed each year.

About the Role

Role: Community Engagement Co-ordinator

Hours: Part-time, 20hrs per week

Location: UK - predominantly home-based, with requirement to work from OMS HQ from time to time

Benefits: flexible working arrangements, 25 days of annual leave, pension scheme

Line management: no direct line management, but you will oversee our team of community engagement volunteers

Salary: up £30,000pa pro rata, depending on experience

Purpose: to contribute to successful development and implementation of our Community Engagement Strategy, working with a passionate and committed group of volunteers and the OMS Team.

Over the last three years OMS has been working hard to build and expand its programme of peer-to-peer support networks, called 'Circles', across the globe. Currently, 85 such groups exist, led by volunteer Ambassadors and enable mutual learning, sharing of good and challenging moments in their OMS journey, and importantly – bringing OMSers together. In the last year, largely due to the pandemic, growth of these groups has paused. Our new Community Engagement Co-ordinator will look at this key initiative with a fresh pair of eyes and, by working closely with a group of volunteers in the Community Engagement Steering Group and our digital team, will help us develop a new strategy that

grows our community of Circles and Ambassadors world-wide, making them sustainable and resilient.

We are looking for an energetic, engaging and proactive person who can connect with people via multiple channels – digitally, via social media, by phone, in writing, and when the pandemic subsides, face to face - bringing them together, providing support and offering strategic guidance in helping them build local communities, with complete buy-in to our values of being:

- Evidence-based
- Empowering
- Community-focused
- Caring
- Inclusive
- Collaborative

We expect the right candidate to make the role their own and get fully involved in the development and growth of this initiative. We want you to take us to the next level, growing our community engagement.

Responsibilities

- Work in partnership with our Community Engagement Steering group and help develop and manage the OMS new Community Engagement Strategy, growing Circles and Ambassadors world-wide.
- Help identify and create new groups and nurture existing ones, helping them to engage and support their communities at the grass roots and build local connections with like-minded organisations.
- Help put in place robust organisational processes and practical tools that support, nurture and empower Circles and Ambassadors to work effectively.
- Oversee the growth of new Circles around the world, managing participants and facilitating their connection to each other.
- Identify local OMS Ambassadors, assess their ability to form a local Circle and help them flourish in their roles.
- Work closely with the OMS Head of Fundraising in enabling Circles to raise vital funds for OMS, fueling our work.
- Set up the Community Engagement Strategy monitoring framework, to capture its outcomes, thus evidencing the impact of our work.
- Help us set the ground for expanding our community engagement world-wide, enabling a better understanding of local contexts, the needs and expectations of the diverse communities people with MS live in.
- Safeguard the interests of OMS and our communities engaged in Circles.

Experience

- You will bring a strong understanding of and passion for the not-for-profit sector in the UK, and ideally also – internationally.
- You will have significant experience of working in a customer-facing environment and/or community engagement roles.

- You will be able to demonstrate a strong track record of building networks, meaningful connections between people and organisations in the way that ensures their sustainability and success.
- You will have solid experience of working with and supporting volunteers.
- You will have experience of developing and delivering training programmes to diverse groups of people, both face to face and online.
- You will have demonstrable experience of working within robust performance frameworks, enabling the development and monitoring of success metrics.
- You will have a good understanding of best practice and regulatory requirements in safeguarding the wellbeing of people with a medical condition.
- You will bring proven experience of working within equality, diversity and inclusion principles.
- You will have experience of engaging effectively with people from different cultures, particularly if English is not their native language.

Skills and Attributes

- You have strong language, interpersonal and communication skills, both written and spoken.
- You are a 'people' person, able to demonstrate empathy and understanding.
- You have excellent organisation and co-ordination skills.
- You are an energetic, tenacious and self-motivating individual.
- You thrive as a team player and are able to work on own initiative.
- You have strong time management skills and ability to set and achieve deadlines.
- You are a problem solver who is also helpful and has the ability to continuously improve processes and procedures.
- You are proficient with the full Microsoft Office suite, particularly Excel, Word, Outlook as well as digital and social media channels.
- You are driven by making a positive difference to communities living with a medical condition.

How to Apply

Application is by way of CV and a Supporting Statement (no more than 2 sides of A4) which should highlight your interest in the role, along with your relevant skills and experience, with specific examples, to be sent to the EA kaur@overcomingms.org

The closing date for applications is **28th October 2020**, with initial conversations with shortlisted candidates taking place w/c 2nd November and final interviews on 9th and 10th November via Zoom.