



Rare Chromosome Disorder Support Group

Job Title:	Community Contacts Coordinator
Based at:	Hybrid working between the office in Oxted, home and on the ground with volunteers
Reports to:	CEO
Term:	28 hours per week, negotiable working pattern. Permanent contract after successful completion of probationary period
Salary:	£35,000 pro rata
Benefits:	5% pension contribution, flexible working practices, 25 days holiday (pro rata) plus bank holidays and Christmas to New Year closure

About Unique

Through sharing knowledge and lived experience, Unique helps families and professionals navigate the world of chromosome and gene disorders.

Unique is a charity that provides accurate and accessible information to empower those looking for answers. Alongside this, we act as a facilitator, helping people connect with each other to share their experiences of rare gene and chromosome disorders.

We work with anyone who has been affected by, or wants to know more about, rare chromosome or gene disorders - whether that's an individual, a family, a carer, a doctor or a scientist. We believe that by working together, we can find new ways to support and celebrate people living truly unique lives.

Unique has over 30,000 members (individuals, families and professionals) globally, but our office is based in Oxted, Surrey, UK.

The Role

This role will develop, support and manage a network of volunteers across England to help build both virtual and local communities for families affected by rare chromosome and gene disorders.

This role will lead on the recruitment, training and ongoing support of volunteers from the Unique membership to ensure they feel confident, connected and valued in their roles. Working closely with the Engagement and Communications Officer, the postholder will also help plan and run a programme of virtual events and online activities tailored to the needs of

our members and encouraging supportive peer relationships between them.

The ideal candidate will be a strong communicator with experience of volunteer management and community engagement. You'll enjoy building relationships, empowering others, and creating opportunities for people to connect and support one another.

This is a hybrid role which includes occasional working in our Oxted office to build relationships with our small, friendly team, as well as time spent on the ground with volunteers in different regions. The role will involve regular travel across England, with occasional weekend and evening work (for which time off in lieu will be provided).

We are committed to inclusion, equality and diversity and welcome applicants from all parts of the community.

Key Responsibilities

- Develop and deliver Unique's volunteer strategy, ensuring volunteers are effectively supported and engaged
- Recruit, train and induct new volunteers, and develop resources, training materials and recognition schemes for volunteers
- Provide regular communication, guidance and supervision to volunteers, ensuring their wellbeing and satisfaction
- Build a strong sense of community through a programme of face to face and virtual meet-ups and workshops
- Work in partnership with volunteers and members to creatively use online communication channels to promote community connections
- Maintain up-to-date volunteer records and ensure compliance with safeguarding, data protection and health & safety policies
- Coordinate and support volunteer involvement at family events, conferences, webinars and local meet-ups
- Work collaboratively with the staff team to promote volunteering opportunities and celebrate volunteer contributions
- Monitor and report on volunteer engagement, diversity and impact

Person Specification

Qualifications

Educated to degree level or equivalent experience

Essential qualities, skills and experience

Experience of recruiting, training and supporting volunteers

Experience of working in community engagement or outreach

Excellent interpersonal and communication skills, both written and oral

Strong organisational skills with the ability to manage multiple priorities

Empathy and understanding of the challenges faced by families affected by health or disability issues

Ability to work both independently and as part of a team

A flexible, can-do attitude and creative approach to problem solving

Proficient in Microsoft Office and comfortable using online collaboration tools and databases

A commitment to the aims and values of Unique

Desirable qualities, skills and experience

Experience working in the charity or health/disability sector

Experience of online community management or peer support programmes

Knowledge of safeguarding principles and best practice in volunteer management

Additional requirements

Willing to travel regularly accross England

Availability to work occasional evenings and weekends

A DBS check will be required prior to appointment

If you have any questions or would like any further information, please contact Sarah Wynn, CEO, by email at sarah@rarechromo.org or by phone at 01883-723356 or visit www.rarechromo.org