

JOB DESCRIPTION



saving the lives
of people with
blood cancer

Anthony Nolan is a charity that saves the life of people with blood cancer. Every day, we match remarkable donors willing to donate their blood stem cells to people who desperately need life saving transplants. We are driven by our Values of passion, patient-focus, accountability, innovation and a desire to improve every day.

**Division: Operations and
Patient Services**

JOB DESCRIPTION

<i>Job Title:</i>	Patient and Family Engagement Coordinator
<i>Job Band:</i>	2
<i>Reports To:</i>	Senior Patient Services and Information Manager
<i>Direct Reports:</i>	None
<i>Hours per week:</i>	35 hours
<i>Contract:</i>	Permanent
<i>Date:</i>	July 2019

Job Profile:

One of Anthony Nolan's strategic aims is to provide outstanding services for stem cell transplant patients and their families. The Patients & Family Engagement Coordinator is a key role in delivering this.

This patient-facing role will support stem cell patients and their families through all our communication channels (our helpline, Patients & Families Forum, social media activity) and by connecting them to our range of Patient Services, including our information resources and Grants.

This role will also seek opportunities to encourage patients and family members to share their insight and experience of transplant across our platforms (blogs, podcast, films) to promote greater understanding of stem cell transplant and further engagement with Anthony Nolan.

Key Responsibilities

These include but are not limited to:

- To be the initial point of contact for patients and their families to provide support and guidance through a variety of methods including our helpline and digital platforms and handling all enquiries in a timely, helpful and efficient manner;
- To be responsible for patient communication across all our digital platforms, responding when necessary with support and guidance for our patient audience;
- To be responsible for patient blogs, podcasts and the Anthony Nolan Patients & Families Facebook page, creating engaging content and monitoring responses;
- To be responsible for the moderation and development of the online Patients and Families Forum;
- To be responsible for the recruitment and management of our patient volunteers (Community Champions) on the Patients and Families Forum;
- To be responsible for our panel of volunteer patients and families who input into and feedback on our work;
- To be responsible for creating the quarterly Patients & Families e-newsletter in partnership with other experts within Patient Services;
- To chair and coordinate the bi-weekly Grants Panel for patients and families affected by transplant;
- To advocate for patients and represent Anthony Nolan at external opportunities to raise the profile of the work of the Patient Services team;
- To work in partnership with other divisions within Anthony Nolan to provide a patient audience perspective lens on projects and initiatives which may have both a direct and indirect impact on our patients and families;
- To undertaking any other activity reasonably requested in line with responsibilities/post.

Attributes	E= Essential D= Desirable
Significant experience of dealing with people in sensitive situations	E
Strong interpersonal skills and a sensitive approach, maintaining empathy and confidentiality at all times	E
Excellent communication skills – written and oral	E
Ability to engender trust and support	E
Must be able to work to timescales and strict deadlines	E
Willingness to learn basic medical information	E
Willingness to contribute to team and organisational goals	E
Experience working on a helpline	D
Experience working with an online forum	D
Experience of working with volunteers	D
Experience of project management, including generating ideas and initial planning	D
Relevant experience ideally related to the health / social care setting	D
Experience and understanding of planning written publications such as newsletters	D

Note: Our Terms and Conditions of Employment can be found on our Website.

<http://www.anthonynolan.org/Jobs/Benefits.aspx>