

Cystic Fibrosis why we're here

Job description

Job title:	Involvement Coordinator
Reporting to:	Senior Involvement Manager
Department:	Research
Location:	Home-based or at Headquarters, One Aldgate, London (occasional national travel is a job requirement (Covid-19 permitting))
Salary:	£31,000 FTE with some out of hours working
Contract:	18 months fixed-term contract with possibility of renewal
Hours of work:	35 hours per week

Main job role:

Building on the success of the Trust's community involvement workstream dedicated to research and trials, this role will also have an important part in expanding and increasing impact of involvement throughout the Trust.

Each division within the Trust has a responsibility to involve CF community members in the proposal, development, and delivery of their work. It will be the responsibility of the Involvement Coordinator to support and promote the Involvement workstream, identify involvement opportunities, support colleagues to plan and facilitate involvement activity, provide the conduit between external organisations and the CF community and capture feedback and impact to demonstrate how involvement is embedded across the organisation.

To reflect the importance and prevalence of dedicated involvement in research and clinical trials, 40% of the funding for this role is provided by the Trust's flagship programme, the Clinical Trials Accelerator Platform to support this key element of the programme.

Main duties:

1. With support from the Senior Involvement Manager and in collaboration with other involvement team members, lead the administration and coordination of the Cystic Fibrosis involvement group; a national network of CF representatives (people with CF and CF parents/partners)
2. Support the Senior Involvement Manager with coordination of involvement requests from Trust divisions and colleagues to establish requirements i.e.: specific lived experience, cross-section of the community, number of CF representatives, timescales of the activity

3. With oversight from the Senior Involvement Manager and in collaboration with other involvement team members, lead in the coordination and feedback of involvement requests from clinical trial sponsors (academic researchers and pharmaceutical companies) to establish requirements i.e.: specific lived experience, cross-section of the community, number of patient representatives, timescales of the activity
4. Identify and invite suitable involvement group members to the activity, ensure group members have sufficient information to accept or decline an invitation
5. Facilitate focus groups or coordinate collection of lay review comments and feedback returning to colleagues or the original requisitioner within the agreed timeframe
6. Record outcome or effect from involvement activity from all parties involved to help demonstrate value and impact
7. Support regular promotion of the involvement groups across Trust divisions and to clinical trial sponsors raising awareness of the existence of the groups and their ability to provide valuable insight, co-production, review, and feedback
8. Support the Senior Involvement Manager with identification of themes from Involvement which may contribute towards new and ongoing initiatives (Strategy development, branding, fundraising campaigns, scoping projects e.g.: Cost of CF, Patient Reported Experience Measures (PREMs))
9. Research opportunities to promote involvement with external groups (e.g.: Shared Learning Group for Involvement, COMET, NIHR) or specific projects and seek opportunity for networking and collaboration, sharing resources and skillsets
10. Maintain knowledge of current UK CF trial activity and corresponding content of the CF Trials Tracker database
11. To embed and be an active member of the Trust Involvement Team, CTAP Coordinating Team and Research Directorate, attending and contributing to regular team meetings
12. To join the Senior Involvement Manager and other involvement team members at weekly planning meetings to ensure cohesive working on joint aspects of involvement (i.e.: the development and coordination of dedicated research and clinical trials youth involvement group for people with CF aged 12 to 19)
13. To join and contribute to quarterly MS Teams meetings for Involvement group members, taking into consideration cross-infection risks
14. Attend external meetings or events, such as CF parents' meetings, CF related conferences and wider industry events focusing on engagement to represent the Trust and promote involvement (working closely with other community facing teams e.g.: fundraising)
15. Support development and maintenance of engagement and communication with the wider CF community, working closely with the Trust's comms and social media teams
16. To establish strong working relations with colleagues, contributing to regular team meetings and working groups
17. To carry out any other reasonable duties, consistent with the skills, abilities, and position of this job

This job description is a working document and may be amended from time to time by the Cystic Fibrosis Trust following consultation.

Person specification

1. Essential:

- A levels to a 'C' standard or equivalent
- Thorough knowledge of, or experience of living with CF
- Excellent written and verbal communication skills
- Proven engagement and communication experience
- Confident conversational and engagement skills
- Experience of facilitation of small and large group meetings
- Collaborative team worker whilst having the ability to work without supervision, with autonomy
- Ability to manage own workload, prioritise tasks and meet deadlines
- Experience of managing varied workload in terms of scope and scheduling
- Experience of providing flexible support to deliver needs of the role and/or team
- Ability to travel nationwide
- Prepared to work occasional evenings and weekends (with time off in lieu)
- Skilled at using Microsoft Office programs
- Accurate record keeping, monitoring and evaluation skills and the ability to utilise those to identify recommendations for improvement
- Experience of working with a range of internal and external stakeholders
- Experience of working on a range of enquiries and responding effectively
- Ability to respond to sensitive and challenging situations
- Experience of working with data and information
- Ability to seek, collate and report on feedback

2. Desirable:

- Experience of Patient & Public Involvement (PPI) / Involvement of people with long-term health conditions
- Knowledge of involvement structures and processes in a charity setting
- Experience of utilisation of social media channels
- Understanding of basic science, research or clinical trials