

## Job Description:

<b>Title:</b>	<b>Delivery Practitioner:</b> <b>Specialism: Membership Liaison</b>	<b>Function:</b>	Service Delivery (to parent carers)
<b>Salary:</b>	£20,443.05 FTE	<b>Hours:</b>	15 / 20 TTO hours per week
<b>Reporting To:</b>	Chief Executive Officer	<b>Reports:</b>	none

### Overall purpose of role:

Provide first point of contact with the charity to all stakeholders including existing members, potential members, general enquirers and partners.

Recording of new members and maintain upkeep of records on the Unique Ways database (currently Evide).

### Key Responsibilities/Accountabilities:

1	Input and update new members details onto the Unique Ways database (currently Evide) in a timely manner, the aim being to input new members within 5 days of their membership form being received.
2	Ensure all new members receive a 'new members pack' upon joining Unique Ways (paper or electronic format).
3	Upkeep of information in 'new member's packs' to be reviewed and updated as necessary. An annual check of the packs to be conducted.
4	In partnership with the Office Co-ordinator, conduct a data cleanse (at least annually) of the contact details held of members on the Unique Ways database.
5	Responsibility for ensuring that data collected from all events etc. is inputted onto database accurately.
6	Responsibility for allocated individual locality area (for this post being Halifax Central), including peer support promotion and activity and management of contacts within the patch that are of interest/benefit to Unique Ways.
7	Undertake a 'front of house' role, representing the charity in a professional and positive way, ensuring guests and visitors are always given a high quality, consistent welcome.
8	Answer the telephone and ensure that enquiries are either dealt with effectively, this will include signposting to appropriate external organisations as well as directing the caller to the most appropriate person within Unique Ways. This role is often the first point of contact for people contacting Unique Ways.
9	Upkeep of the sensory aid/ toy library items for borrowing and ensuring that this element of the Unique Ways offer is promoted and delivered effectively to members.
10	Actively promote all Unique Ways events, such as the AGM, training courses, focus groups etc. to current and potential members of Unique Ways as appropriate.
11	Support and assist all Unique Ways colleagues in the organisation/preparation for events, training sessions, meetings, information sessions and workshops etc.
12	Attend Unique Ways events and events hosted by external partners.
13	Deal with parent carers enquiries supportively and with empathy.
14	Actively promote the wider offer of Unique Ways at all times, including specialist support offered by other Practitioners, Training Course Programme, all Peer Support Sessions, E-Bulletin, Family Voice Calderdale and the Sensory aid/toy library.
15	Demonstrable encouragement of membership engagement e.g. encouraging existing members to support Unique Ways (financially, in-kind or by joining a sub-group or main Board of Trustees).

16	Ensure offer of representing the voice of parent carers is available to members by promoting Family Voice Calderdale steering group (as appropriate).
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### Organisational Expectations:

1	Actively support, promote and contribute to Unique Ways Vision, Mission and wider organisational objectives.
2	Operate at all times in a manner that is in line with the Unique Ways values and principles and be able to demonstrate a commitment to living these values through appropriate behaviour on a daily basis.
3	Responsibility for compiling and delivering an individual work plan with agreed targets and timescales to ensure the key responsibilities and accountabilities of the position are achieved.
4	Operate a flexible approach to work in order to help meet organisational demands including occasional evening and weekend work.
5	Comply with all policies and procedures of Unique Ways.
6	Attend appropriate meetings and training as required.
7	Complete any other tasks as required, commensurate with the salary level for this position.
8	Actively promote the wider offer of Unique Ways at all times, including specialist support offered by other Practitioners, Training Course Programme, all Peer Support Sessions, E-Bulletin, Family Voice Calderdale and the Sensory aid/toy library.
9	Demonstrable encouragement of membership engagement e.g. encouraging existing members to support Unique Ways (financially, in-kind or by joining a sub-group or main Board of Trustees).
10	Ensure offer of representing the voice of parent carers is available to members by promoting Family Voice Calderdale steering group (as appropriate).
11	Work under the direction of the CEO or designated Line Manager.
12	All employees who work in the department cover for each other (within reason) during vacation or if someone is off work unexpectedly. This means you may have to occasionally take on tasks outside the normal scope of your job. The reason for this is to ensure continuance of our service offer and to be able to continue to support our parent carer members.

Date Job Description compiled: January 2017

Date Job Description reviewed: December 2019  
Review 2 December 2020

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Signed (Postholder):

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Signed (CEO):