

Health Campaigner volunteer role description

Aim of role

To support Coeliac UK's efforts to:

- confirm a diagnosis of coeliac disease for 250,000 more people in the UK by 2020
- improve NHS aftercare and support.

This role gives you the chance to:

- make a positive difference towards supporting those with coeliac disease locally
- meet new people within your local community
- contribute to the work of the Charity
- develop your skills and increase confidence
- receive support, online training and relevant materials to help you to fulfil this role.

Responsibilities

Working with your local NHS:

1. To work with local GP surgeries and pharmacies to increase awareness of coeliac disease.
2. To join local patient groups, health boards or committees on health.
3. To introduce healthcare professionals to Coeliac UK and promote the Coeliac UK free Healthcare Professional (HCP) Membership.
4. To ensure that information about coeliac disease is available for patients, for example posters and leaflets in GP waiting rooms and pharmacies.
5. To signpost local health policy makers and decision makers to published information relating to the diagnosis and management of coeliac disease and dermatitis herpetiformis (DH).
6. To raise awareness of coeliac disease amongst key health contacts and within a variety of health settings, for example National Blood Service and dentists.
7. To make contact with local dieticians to improve post diagnosis support.

Information gathering:

1. To read and keep up to date on information relating to the diagnosis and management of coeliac disease and DH at the national and local level.
2. To identify any relevant consultations or policy change affecting people with coeliac disease that might arise locally, and report it to Coeliac UK.
3. To work with your Local Voluntary Support Group, as appropriate.

Providing feedback:

1. To assist with Coeliac UK consultations on the development of national campaign activities, as appropriate.
2. To respond to local health consultations, as appropriate.
3. To share your diagnosis and aftercare story with others.
4. To keep Coeliac UK updated on campaigning work and progress.

What we are looking for:

- good interpersonal and communication skills
- access to email
- ability to work proactively and using own initiative
- be persuasive and confident in speaking to a range of different people
- have knowledge or experience of coeliac disease.

Time Commitment

We request a minimum commitment of 6 months. This role has flexible hours and workload may vary according to campaigning activity going on at any time.

Support

The Coeliac UK Volunteering Team is available throughout the week to provide support to all volunteers. Reasonable out of pocket expenses may be reimbursed if agreed in advance.

Volunteer Agreement

Volunteers are an important and valued part of Coeliac UK and we are very grateful for your decision to volunteer for us. We will do the best we can to make your volunteer experience with us enjoyable and rewarding. This agreement tells you what you can expect from us and what we hope from you.

Coeliac UK's values

In all our work we are committed to our values:

- caring and supportive
- professional and expert
- independent and honest
- ethical and responsible, and
- dynamic and innovative.

Our volunteers (definition)

A volunteer is someone who performs a task at the request of, or on behalf of, Coeliac UK. A volunteer does not receive financial compensation beyond the reimbursement of 'out of pocket' expenses.

Volunteering for Coeliac UK is not a precursor to employment at the Charity, nor are volunteers recruited to do the work of paid staff. No legally binding contract of employment or otherwise can be imposed on volunteers.

As a Coeliac UK Volunteer you can expect:

- to be involved with an organisation that is dedicated to the needs of people with coeliac disease and dermatitis herpetiformis (DH)
- to be recognised as equal partners in achieving the aims of the organisation
- to be integrated into the structure of the Charity and actively contribute to the organisation's work
- to be treated with courtesy and respect
- to be treated fairly regardless of gender, sexual orientation, age, parental or marital status, disability, religion, colour, race, ethnic or national origins or socio-economic background
- a named contact for support: **your main contact is Isobel Ford, Volunteer Coordinator**
- clear instructions, information and advice to assist you in your role as a Health Campaigner
- that we will consult with you and keep you informed of any possible changes to your role
- us to respect your right to privacy
- recognition and thanks.

In return, we ask that you:

- support the aims and objectives of Coeliac UK
- are open and honest in your dealings with us

- let us know if you wish to change the nature of your volunteering role or if you are unable to continue as a Coeliac UK Volunteer
- provide us with any changes to your address or contact details
- let us know if we can improve the service and support that you receive
- declare involvement in activities that may result in a conflict of loyalties with your responsibilities as a Coeliac UK Health Campaigner.

Expenses

Refunds for 'out of pocket' expenses (e.g. travel and subsistence costs) will only be paid if the activity was approved by a relevant staff member before the expense was incurred, on presentation of relevant receipts or tickets, and with signed approval from the budget holder.

Confidentiality

The Charity fully complies with the Data Protection Act 1998 and volunteers must do so also. Volunteers will not, either during their time at the Charity or thereafter, use to the detriment or prejudice of the Charity any confidential information about the Charity or any other information designated as confidential.

Insurance

Coeliac UK volunteers are covered by the Charity's insurance policy whilst carrying out their role as a volunteer.

Grievance procedure

A grievance or complaint raised by a volunteer will be examined quickly and effectively. The volunteer should put their grievance to their main contact at the Charity. If the grievance is against their main contact it should be raised with a more senior manager.

If there is no satisfactory resolution the volunteer will be referred to a senior manager, up to and including the Chief Executive. A written response will be provided within 10 working days.

Disciplinary procedure

Disciplinary matters will be dealt with by the Head of Volunteer Development. In all cases the volunteer is entitled to an explanation of the decision and action taken.

The Volunteer Agreement is binding in honour and trust.