



Information Officer St. Albans

Reporting to Helplines Manager

Full Time-35 hours per week
Starting salary:£21,500-£23,500

The purpose of the Crohn's and Colitis UK Information Service is to provide comprehensive and individualised information on Inflammatory Bowel Disease (IBD) and available support services by telephone, email or post. The service is for people with IBD and family members; and also friends, colleagues, health professionals and other interested persons and organisations.

Information Officers also support volunteers who are specifically recruited and trained to deliver helpline services, including Crohn's and Colitis Support, a supportive listening telephone service; a telephone appointment scheme for people claiming Disability Benefits; and Parent to Parent, supporting parents of children with IBD.

Some occasional evening and week-end working will be required.

Current Responsibilities:

- 1 To provide a helpful one-to-one response to people seeking individual information and support from Crohn's and Colitis UK's information service in accordance with Crohn's and Colitis UK's policies and procedures.

This involves:-

- a) working with other Information Officers to respond to telephone enquiries to the Information Line during defined session times;
- b) replying to e-mails and letters received seeking information on welfare benefits and related services, including those that require an individual rather than a standard response;
- c) preparing any non-standard information packs needed to respond to the above enquiries;
- d) keeping an accurate record of the number and nature of enquiries handled.

2 To use and develop Crohn's and Colitis UK 's collection of resource materials

This involves:-

- a) helping to identify appropriate research and other published reports or articles for inclusion in the resource library;
 - b) developing and promoting the use of Crohn's and Colitis UK publications;
 - c) identifying external sources of appropriate support and authoritative information to complement Crohn's and Colitis UK's services and publications, including information in different formats and languages.
 - e) information sharing with the information team and other staff, volunteers and external organisations as appropriate.
- 3 With a trained volunteer, to moderate postings on the IBD and Me on-line discussion forum for young people with IBD.
4. To seek opportunities for the development of on-line initiatives to provide support and information to people living with IBD
- 5 To liaise with other Crohn's and Colitis UK staff and volunteer services, and access external sources of information or knowledge when required for enquiries, in accordance with the Charity's policies and procedures.
- 6 To provide suggestions for articles in the Crohn's and Colitis UK Newsletter or Website, and give information and comments to inform the development of the Association's information sheets and booklets.
- 7 To attend the Annual General Meeting of the Association, held on a weekend day in April, and assist at any other meetings or events as may be reasonably required by the Helplines Manager or Director or Information & Support.
- 8 To occasionally represent the Association at Crohn's and Colitis UK Group events or external meetings such as nurses conferences or training days.
- 9 To assist, when required, in covering the duties of other Crohn's and Colitis UK staff during temporary periods of absence, and undertake such other duties of an equivalent level of responsibility as may subsequently be agreed with the Helplines Manager or Director or Information & Support.

December 2011