



Nurse Advisor/Helpline Manager (combined full time role preferred, though can be split)
12 months fixed term contract to provide maternity leave cover

Candidate Pack and Job Profile

Contents

1. Welcome letter from Amena Warner – Head of Clinical Services
About Allergy UK
2. Job profile & Person Specification

1. Applicant letter

Thank you for your interest in the Nurse Advisor/ Helpline Manager role at Allergy UK.

This pack includes key information about Allergy UK:

- who we are
- what we aim to achieve
- how this role helps us meet the needs of people with allergy

It is estimated that 21 million people in the UK live with allergic disease. But there remains a huge gap in healthcare services for those affected by this disease of the immune system. Our mission is to raise the profile of allergy at all levels, with a vision for everyone affected by allergy to receive the best possible care and support.

Our dedicated free Helpline is there for people who need our help and support. Our free Factsheets provide information that is often badly needed to explain the symptoms and triggers that people with allergy are dealing with, every day of their lives.

We are the leading national patient charity for people living with all types of allergy. We work with government, professional bodies, healthcare professionals and corporate partners towards our vision and to help improve the lives of the millions of people with allergic disease.

Despite our progress to date, we believe our impact could be even more significant. At around 30 people, we're a relatively small team, so we are looking for people with the passion, drive and a flexible approach to their work. We are always looking for new ways to help improve the quality of life of people who live with allergies.

We're seeking maternity leave cover for our Nurse Advisor/ Helpline Manager role for a period of 12 months. This is a unique opportunity to join us in our mission to provide a range of information to help people who live with allergies, as well as for organisations who want to find out more about the issues that people with allergic disease face in their daily lives.

Providing leadership to our team of non-clinical Helpline Advisors, you'll also be providing evidence based, quality assured clinical information and advice for people with allergy through various channels. You will also be supporting cross team working by reviewing clinical content to make sure it's safe for using in articles, factsheets, on our website and other platforms. You will be part of a small clinical services team and we're looking for an organised, flexible, team player who can also work collaboratively across the organisation to help the whole team achieve our goals.

So, if you're looking for a developmental opportunity that would help you to further develop your skills in supporting people living with allergy, this could be the career move that you've been looking for. We are a small but progressive charity with a big vision. Be part of our journey and apply now.

Best wishes

Amena Warner – Head of Clinical Services

Applying for any job is an investment in time. If you have any specific questions that are not answered in this recruitment pack or on our website, please feel free to email our HR team before applying on recruitment@allergyuk.org Thank you for your interest in Allergy UK.

2. Job Profile

Job Title: Nurse Advisor & Helpline Manager (full time – 35 hours/wk)
(12 months fixed term contract to provide maternity leave cover)

(20 hrs/wk of this role is allocated to Nurse Advisor duties and 15hrs/wk to Helpline Manager. A flexible approach to this split is required of a full time post-holder)

Reporting to: Director of Operations
Professional Lead: Head of Clinical Services (Nurse Advisor role)

Direct Reports: Helpline Supervisor and Helpline Advisors x2 (non-clinical team)

Main Role:

1. To be an effective member of the charity's Operational Management Team (OMT), providing a) clinical information to support the charity's internal teams and external bodies, and b) effective leadership, management and operational delivery of the AUK Helpline service.
2. To take clinical responsibility for special projects, in consultation with the Head of Clinical.

Key responsibilities:

1. To take clinical responsibility for special projects, i.e., collaborative research with academic centres and/or Allergy UK generated research i.e. Dietitian's Project*
2. To assist the internal Communications team by*:
 - providing specialist advice on clinical issues
 - being a spokesperson for Allergy UK in response to media enquiries (Live radio, Pre- Recorded radio, Planned radio days, Live TV etc).
 - writing clinical articles on behalf of Allergy UK
3. To work collaboratively with our Corporate Partnerships/Endorsements Teams*:
 - to provide specialist clinical advice
 - to write clinical content for educational materials produced in conjunction with corporate partners, including Masterclasses.
4. Represent Allergy UK at outside meetings as required
5. Contribute clinical data to the developing Allergy UK database*
6. Provide clinical comments, answers to questions to regional and national newspapers, magazines and online platforms e.g. mums net
7. Write clinical articles for publication in Health Professional journals (peer reviewed) and non-peer reviewed, including Allergy UK's in house clinical publication Allergy Today.
8. Attendance at professional conferences and training events, to maintain professional knowledge and keep up to date in professional areas and to ensure CPD compliance is met for NMC revalidation*
9. Liaise with Allergy UK's Health Advisory Board as required*
10. Deputise for the Head of Clinical Services in the leadership, management and organisation of clinical services*
11. To provide clinical expertise, advice and support to the non-clinical team of Helpline Advisors*
12. Management of the non-clinical Helpline team, including the delegation of work on a day to day basis and line management of all Helpline team members
13. Act as a positive role model to all staff, service users and the general public
14. Act in a professional manner and ensure adherence to AUK policies and procedures
15. Lead Helpline staff recruitment and selection processes

16. Ensure the efficient operation of the Helpline, ensuring that effective systems, processes and performance measures are in place
17. Implementing best practice methods to support Helpline users

* Nurse Advisor duties will usually be undertaken in protected time (1pm to 5pm Mon - Fri) though there is a need for a flexible approach in this area.

Combined role is full-time (35hrs/wk) - preferred

Nurse Advisor role only (20hrs/wk)

Helpline Manager role only (15hrs/wk)

Applications for either of the above part time roles, will also be considered

All roles are based at Allergy UK's Head Office, Planwell House, Sidcup, Kent DA15 5BH

Person Specification

Education and Qualifications

Essential

- NMC registered Nurse in the UK with at least two years' post-graduate clinical experience in the field of Allergy
- Post registration/graduate specialist qualification(s) relevant to the post. (It would be beneficial if you had experience of working with both adults and children in this field, but either one would still be considered)
- Management experience.

Desirable

- Leadership/Management qualification

Experience

Essential

- Clinical experience of both adult and child allergic disease.
- Extensive clinical experience in multiple aspects of allergic disease.
- People management and leadership experience.

Desirable

- Experience of managing a Helpline service
- Experience as an organisational spokesperson for media enquiries (TV, Radio etc)

Skills and Knowledge

Essential

- Proven ability to work effectively in a multidisciplinary team setting.
- A credible communicator at different levels of the organisation, including professional bodies and the general public.
- The ability to progress ideas from conception into action.
- Strong organisational and planning skills.
- Leadership skills and able to provide positive role model to team
- Listening and communication skills with staff, service users and their families
- Planning, prioritisation and organisation skills
- Critical thinking, analytical and problem solving skills
- Skills in relationship building, conflict resolution and negotiation skills when dealing with difficult or challenging situations.
- Flexible attitude to work
- Ability to motivate self and others

Desirable

- Media training
- Project management ex.

Behavioural Competencies

Applying Expertise and Technology

Presenting and Communicating Information

Formulating Strategies and Concepts

Analysing

Relating and Networking

Leading and Supervising

Please note, as we're a charity, we try hard to keep costs down and that includes in administration. If you apply for a job and don't hear from us within four weeks of the closing date, please assume that your application has been unsuccessful this time and we thank you for your interest in Allergy UK.