

## Team Leader, Listener & Readers Panel

### Job Description and Person Specification

#### Introduction

Pain Concern is a charity providing information and support to people with pain and those who care for them, whether family, friends or healthcare professionals. Visit our [website](#) to find out more about what we do, including our [Airing Pain](#) radio programme, [Pain Matters](#) magazine, information helpline and online community.

All pain is unpleasant, but for the one in five people in the UK living with long-term pain it is a part of everyday life. It diminishes quality of life more than any other condition, leading often to loss of work, depression and disability. Anyone at any age can develop persistent pain and you will very probably know somebody affected. Although there is usually no cure, people who receive the appropriate treatment, information and support can manage their condition effectively with life-changing results.

#### Job purpose:

Pain Concern is looking for a team leader to manage a small team of volunteer panel members. Listener & Reader Panel members review and provide feedback on Pain Concern's information including leaflets, website, Pain Matters magazine and Airing Pain radio programmes.

The Listener and Readers Panel volunteers help Pain Concern make a difference. The Panel is important because it helps Pain Concern know if the resources it produces are comprehensive, easy to understand and helpful.

*'... while listening to the podcast, I had a kind of "light bulb" moment and acknowledged (to myself) that I am in such a different place now.'* **Service User**

*'... persistent pain is frequently associated with poorer "Sleep". However, these coexisting problems can exacerbate each other. This excellent episode of Airing Pain from @PainConcern explores how sleep and chronic pain interact.'* **NHS Fife, Pain Services**

#### What would you be doing:

- Working with HR to recruit panel members
- Assigning panel members with new resources and feedback forms
- Agreeing timescales for completion of feedback forms
- Working with the editorial team to collate and document feedback

#### Is this role right for me:

- Knowledge of / interest in pain and long-term conditions
- Good communication skills

- A working understanding of IT, Microsoft office and have access to a computer, laptop, or tablet with internet access
- Happy to use Microsoft Teams for meetings
- Good organisational skills

**Availability and location:**

- Volunteer required approx. 2-4 hours per month
- You can volunteer on days/times which suit you and fit around your current commitments
- You can volunteer from our office at Newcraighall, Edinburgh or from your location.

**Benefits to you:**

- Experience volunteering as part of a friendly team
- Meet new people
- Build on your employability skills
- A dedicated volunteer line manager looking after you
- A job reference after 6 months
- Reasonable travel and expenses will be reimbursed in accordance with our Volunteer Policy
- Satisfaction of giving a valuable service to the community.
- On site car parking

**How do I apply:**

- Download and complete an application form our website at <https://painconcern.org.uk/volunteer-for-pain-concern/>

For more information [hr@painconcern.org.uk](mailto:hr@painconcern.org.uk)