



Vacancy: Outreach Worker

Role Description

About Pain Concern

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, community pain education sessions and our research and campaigning work.

All pain is unpleasant, but for the 7.8 million 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

Role purpose

This non-clinical role supports our aim in delivering community Pain Education and providing information to help people in the self-management of their chronic pain.

We are looking for a proactive, person centred individual to raise awareness, generate referrals into our Pain Education sessions and identify barriers to engagement or access.

Our organisation is committed to safe recruitment in line with the relevant legislation and guidance. Due to the nature of the role, successful applicants will be required to undertake a PVG check and will successfully complete Safeguarding, PREVENT Duty and Trauma online training. The cost of a PVG will be covered by Pain Concern.



What you would be doing

This role is a key part of Pain Concern's work vital part in building connections with individuals, communities, and partner organisations to raise awareness of chronic pain and the support available to people living with chronic pain.

- **Identify and engage** individuals, groups, and professionals who may benefit
- **Promote Pain Education sessions** to individuals, groups, and professionals in the community.
- **Encourage referrals** by proactively building strong relationships with Community Partners (e.g. local health care professionals, Link Workers, Pharmacies and community groups)
- **Distribute educational materials and resources** to ensure information is accessible and visible in key community settings.
- **Represent Pain Concern** at community events and fairs to increase visibility and engagement.
- **Ability to identify barriers** to engagement, access, or participation within the community,
- Adhere to Pain Concern's policies including Safeguarding.
- Represent Pain Concern in professional manner
- Signpost to NHS and Pain Concern's suite of resources.
- Assist with data collection and evaluation
- Attend training sessions and supervision sessions
- Undertake general administrative duties
- Proactively and accurately communicate with Line Manager
- Undertake any other reasonable duties as may be required

At Pain Concern, it is the nature of the organisation where roles can be varied. That's why we value flexibility—everyone may occasionally be asked to take on tasks outside their usual responsibilities to support the team and our mission



Hours of work and location

Hours

- 8 hours per week
- Hours will be within our operational hours Monday to Friday 8am to 5pm.

Location

- Based in and around Edinburgh and the Lothians.
- Occasionally there may be the requirement to travel for beneficiary face to face appointments and other organisational meetings and training across Edinburgh and the Lothians. Occasional travel to Stirling and other areas across Scotland maybe required.
- This role is 90% office or community based. Travel expenses between our office and meetings or events are covered in line with our expenses policy.
- Please note the commute to/from the office (from your home) is not included in the working hours, and these costs are not covered.

Benefits to you

- Supported by a friendly and approachable line manager
- Access to an Employee Assistance programme
- Regular check ins and supervision sessions to support you in your role
- Free on-site parking at the office

Reporting to

People and Operations Manager



Rate of pay

- £12.21 per hour
- Fixed term for 6 months

How do I apply?

- Download and complete an application form our website: [Pain Concern - Outreach Worker](#)
- For more information, please contact hr@painconcern.org.uk



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Person Specification

Essential Criteria

- **Experience & Knowledge**

- Lived experience of chronic pain, or a strong interest in pain management and self-management strategies.
- Experience of implementing pain management strategies (personal or professional).
- Understanding of the challenges faced by people living with chronic pain

- **Skills & Abilities**

- Excellent interpersonal skills; able to communicate and listen effectively with a wide range of people.
- Strong planning, coordination, organisational, and time management skills.
- Ability to identify and address barriers to participation, engagement, or access within the community.
- Confident in building relationships with community partners (e.g., schools, libraries, healthcare professionals).
- Proactive approach: able to take initiative in identifying opportunities and addressing challenges
- Competent IT skills, including use of Microsoft Teams and Microsoft Office applications.
- Ability to work independently and as part of a team.
- Able to represent the organisation professionally in the community.

- **Personal Qualities**

- Approachable, Reliable and proactive positive attitude to build effective relationships with the wider community
- Flexible and adaptable team player.
- Patient and empathetic, with a professional approach to work.
- Commitment to safeguarding and equality, diversity, and inclusion.



Desirable Criteria

- Experience of working or volunteering in a community, health, or education setting.
- Knowledge of local services and networks in Edinburgh and the Lothians.
- Full driving licence and access to transport.

Other Requirements

- Willingness to undertake a PVG check and complete Safeguarding, PREVENT Duty, and Trauma training (training provided).
- Willingness to travel across Edinburgh, the Lothians, and occasionally further afield as required.