



Vacancy: Outreach and Engagement Officer

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 and Trauma awareness online training. The cost of a PVG will be covered by Pain Concern.

This post is subject to a probationary period in line with organisational policy.



What you would be doing

This role is a key part of Pain Concern's work vital 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 from Pain Concerns Pain Education Sessions and other resources.
- Promote Pain Education sessions to individuals, groups, and professionals in the community to ensure equitable access, increased awareness, and effective engagement with pain education services across 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.
- Identify barriers to engagement, access, or participation within the community in order to improve accessibility and enable wider participation in pain education services
- Signpost to NHS and Pain Concern's suite of resources to ensure people are aware of and can access relevant support, information, and self-management tools.
- Assist with data collection and evaluation in order that outcomes can be effectively monitored, informing reporting, future planning, and continuous service improvement
- Undertake general administrative duties
- Undertake any other reasonable duties as may be required.

We expect you to:

- Proactively and accurately communicate with your Line Manager
- Maintain appropriate professional boundaries at all times.
- Adhere to organisational policies, procedures, and safeguarding requirements.
- Represent Pain Concern in a professional manner.



- Participate in training, supervision, and ongoing professional development.
- Complete required administrative tasks accurately and promptly.
- Stay informed about Pain Concern's work and services across the UK.

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 Fife, 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 (EAP) and professional debriefing support through Professional Help.
- Regular supervision to provide support, guidance, and reflective practice in your role.
- Conveniently located with excellent access to local train and bus links to the city centre, along with free on-site parking



Reporting to

People and Operations Manager

Rate of pay

- £13.45 per hour
- Fixed term for 12 months

How do I apply?

Please submit your application form outlining how your skills and experience meet the requirements of the role.

Applications should be sent to: hr@painconcern.org.uk

If you would like an informal discussion about the role, please contact Sam at hr@painconcern.org.uk

We welcome applications from all backgrounds and are committed to equality of opportunity.

Closing date for applications: Friday 13th November 2026

Interviews to commence: W/b 23rd November 2026



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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. (Assessed via application, interview, and presentation)

Personal Qualities

- Approachable, reliable and proactive positive attitude to build effective relationships with the wider community
- Able to work collaboratively as part of a team, demonstrating flexibility and adaptability in response to changing priorities and service needs



- Listens actively and responds with empathy and patience, treating individuals with respect while maintaining a professional and appropriate approach to all aspects of 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.
- Ability to travel independently to community locations and events, including transporting materials and equipment (e.g. resources and pop-up banners).

Other Requirements

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