



Role Description

SOCIAL MEDIA SUPPORT VOLUNTEER

Organisation Description

Burning Nights CRPS Support is a UK charity working to improve life for all those affected by Complex Regional Pain Syndrome (CRPS).

We raise awareness about CRPS amongst the public, health and legal professionals by providing awareness sessions, so diagnoses can be made quicker and treatment started more rapidly. We also offer support and information through a number of volunteer-led services, including an evidence-based website, support helpline, online forum, email and social media support, annual conference and regional support groups. More recently, we have launched our CRPS Counselling and Virtual Befriending services, which have been met with an enthusiastic response.

Charity Reg No. 1166522 (England & Wales)

Location

Online / Remote volunteering

Area of the Charity

Social Media

Number of Hours per week Required

Minimum 2 hours per week. You are not under any contract to perform these tasks nor are you under any obligation to carry out this role. There are no set hours or days for this voluntary role. It is only as and when you are able to volunteer.

Minimum Commitment

Minimum of 6 months commitment.

Burning Nights CRPS Support (Working to improve life for all those affected by Complex Regional Pain Syndrome (CRPS))

Registered Address: 1 Alder Brook, Chinley, High Peak, Derbyshire SK23 6DN

Tel: 01663 795055

Email: support@burningnightscrps.org

Web: www.burningnightscrps.org

Charity Registration Number 1166522 (England & Wales)

Main Purposes of the Role

Our volunteers provide the frontline service

for anyone affected by CRPS and the role includes helpline support via helpline. The helpline is a powerful service for clients needing someone to talk to. It requires the use of focused listening skills to build rapport with clients, to promote their wellbeing and explore the impact of the condition in a safe space.

Helpline volunteers provide emotional support to clients and help to administer the day to day running of the helpline services.

Key Objectives

- To promote, develop and maintain our online presence in order to maximise our impact and to promote ourselves as widely as possible both in the UK and abroad.
- As well as providing crucial web support for CRPS patients, their families, friends and care givers as well as health and legal professionals and the general public.
- To keep them updated as to our events, news, guidelines and any relevant CRPS related information.

Key Tasks

- Help develop and maintain a Social Media plan and calendar
- Use social media to promote the activities and achievements of Burning Nights CRPS Support
- Post on our social media on a frequent basis
- Encouraging others to comment on our posts and share them with others as well as to reply to any comments
- Reply to all comments (where appropriate)
- Answer any DMs/PMs
- Develop and/or manage content for social media
- Keeping up to date with Burning Nights CRPS Support events and news
- Share our blogs as well as events
- Post thank you messages to Facebook fundraiser walls

Key Skills or Qualifications

- Computer literate



- An understanding of social media (or the channel particular to your role)
- To be able to communicate effectively, be articulate, with strong writing skills and the ability to feedback accurately
- Experience of using Microsoft Office, including Word
- Ability to transform small snippets of information into interesting and engaging stories suitable for social media
- Good understanding of confidentiality
- The ability to work equally well in a team and unsupervised
- An interest in, knowledge of or willingness to learn about CRPS
- Outgoing, friendly and proactive character
- Empathetic
- Be comfortable volunteering within a group or by yourself
- Good communication skills
- Being able to use your own initiative but be able to ask for help when you need

Key Benefits

- Development of communication skills
- PR and marketing experience
- Volunteering experience to enhance your CV
- Use your skills to contribute to the success of Burning Nights CRPS Support
- Increase knowledge and understanding of CRPS
- References to add to your CV (only available after 6 months of successful volunteering)
- Be part of a team of volunteers and meet new people
- Increase your confidence and gain new skills
- Understanding of the functions of Burning Nights CRPS Support

Training and Support

- Full induction to our organisation
- Relevant and ongoing training for your volunteer role, including accessing and using the Charity's social media accounts
- Regular updates on charity activities
- Support, advice and guidance from Charity team

Burning Nights CRPS Support (Working to improve life for all those affected by Complex Regional Pain Syndrome (CRPS))

Registered Address: 1 Alder Brook, Chinley, High Peak, Derbyshire SK23 6DN

Tel: 01663 795055

Email: support@burningnightscrps.org

Web: www.burningnightscrps.org

Charity Registration Number 1166522 (England & Wales)



- After 3 months volunteering, all volunteers are eligible for courses (reasonable cost)

How To Apply

If you think you could be the person we are looking for, we would love to hear from you. We invite anyone to apply for our volunteering opportunities, regardless of ability or experience.

To find out more and register your interest, you can fill out the application form on the Burning Night CRPS Support website or get in touch by phone or email.

Please note that you will be asked to send a copy of your CV before interview and all volunteers are subject to two reference checks. All volunteer roles that involve interaction with vulnerable service users require an up-to-date DBS check, which the Charity will cover the cost of.

Contact information

Tel: 01663 795 055 (UK)

E: admin@burningnightscrps.org / victoria@burningnightscrps.org

W: www.burningnightscrps.org

A: 1 Alder Brook, Chinley, High Peak, Derbyshire SK23 6DN (UK)



Burning Nights CRPS Support (Working to improve life for all those affected by Complex Regional Pain Syndrome (CRPS))

Registered Address: 1 Alder Brook, Chinley, High Peak, Derbyshire SK23 6DN

Tel: 01663 795055

Email: support@burningnightscrps.org

Web: www.burningnightscrps.org

Charity Registration Number 1166522 (England & Wales)