



# 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 an enthusiastic individual to raise awareness, support and coordinate our Pain Education sessions in the community.

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

- Assist Educators with facilitation of Pain Education sessions
- Assist with coordinating and training Community Champion Volunteers
- Help with program promotion and outreach
- Distribute educational materials and resources
- Participate in community events and fairs
- Pro-actively build relationships with local schools, libraries, and health care professionals in the community.
- Identify potential partners/sponsors for Pain Education sessions
- 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
- Complete any administrative tasks.

## Is this role right for me?

We are looking for an individual who possesses some **or all** of the below experiences, skills and qualities.

- Pain Management Programme graduate / lived personal experience/Interest in chronic pain
- Experience of implementing pain management strategies
- Excellent interpersonal skills and the ability to communicate and listen effectively
- Excellent planning, coordination, organisational and time management skills;
- Facilitation skills
- A flexible team player
- Approachable and able to build effective relationships with the wider community
- Experience of using Microsoft Teams, and administration relating to this
- A working understanding of IT and Microsoft office
- A positive attitude, enthusiastic, patient with a professional approach to work.



# 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.
- Hybrid working with 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

- Support from a dedicated line manager
- Access to an Employee Assistance programme
- Regular supervision sessions to support you in your role
- Free on site parking at the office

# Reporting to

People, Project and Operations Manager



## Rate of pay

- £12.21 per hour
- Fixed term for 12 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](mailto:hr@painconcern.org.uk)

## Key Dates

- Applications close Friday 25<sup>th</sup> April 2025
- Interviews week commencing 12<sup>th</sup> May 2025