

JOB DESCRIPTION

Job Title:	Mobility Aids Research Intern
Company:	British Red Cross
Reports To:	Delivery Manager
Responsible for:	No direct reports
Start Date:	Confirmed at interview
Job Location:	Virtual with some funded travel in London where appropriate.
Hours:	Two/three days per week
Dress Code:	Smart Casual
Salary:	11.95p/h

Job Role:

The British Red Cross first started providing the short-term loan of wheelchairs during World War One. We are the largest national provider of short-term wheelchairs in the UK. We provide wheelchairs to people with a short-term mobility need (defined as a need which is six months or less), including those who have had a fall or accident, are recovering from an operation, or have an ongoing condition, such as arthritis which can affect their mobility.

However, despite loaning tens of thousands of wheelchairs each year, we are concerned that too many people requiring a wheelchair are currently unable to access one.

We are looking for a research placement volunteer to help us gather insights and data about the potential service users we have not yet reached. You will take on a postcode location and gather information about the number and types of potential referral sources as well as interviewing health care professionals and service users about the needs of their community and where we can help those most in need.

Main duties & responsibilities:

What you will be doing:

- Researching local community organisations to build referral pathways for equipment hires.
- Speaking to health care professionals and service users about the needs in their community.

- Helping to arrange British Red Cross community events including *WheelPower* and *Community of Kindness*
- Promote the service and volunteering opportunities through existing and new community organisations

Person Specification

Selection Criteria	Essential (E) Desirable (D)
• Good independent research skills	E
• Ability to work independently and prioritise own workload.	E
• Ability to use own initiative when dealing with problems and willingness to seek advice when needed.	E
• Able to respond effectively to emails, letters and other methods of communication.	E
• Understanding of MS Office Suite.	E
• Good telephone customer service skills.	E
• Experience of visually presenting data using applications such as Power BI	D
• Experience of building positive partnerships	D
• A working knowledge of health and social care practises.	D
• Qualifications in policy and advocacy.	D