

JOB DESCRIPTION

Position: Community Support Practitioner

Location: Home based, some office visits required, flexible, with some travel UK wide required

Hours of Work: Full-time – (Maternity leave cover)

Contract: Fixed-term 12 months Dec 2025 to Nov 2026 Maternity cover

Line Manager: Head of Support

Overview

As a member of the Community Support Team, you will work closely with our small group of experienced practitioners to provide confidential support at any life stage and for any type of SMA, and family member / carer across the UK.

You will build key Relationships with:

- Individuals and families affected by SMA
- Health, education, and social Care professionals
- Wider SMA UK team, volunteers, and trustees
- Disability and support charities and organisations

Key Responsibilities

As a member of the Community Support Team, you will

- Respond to requests for:
Emotional support, practical guidance, information and grants from individuals and families affected by SMA.
Information and resources from health, education, and social care professionals working with people who have SMA.
- Respond in a timely and empathetic way using communication tools that best suit the person.
- Follow organisational guidelines and with the Head of Support, assess the need for a home visit, offering this when requested and appropriate.

- Ensure you work holistically with the individual or family:
Offering the opportunity to join SMAUK networks, where they may be connected to others to share experiences
Signposting to other charities and organisations that may enable specific issues to be addressed.
- Assess when your contact and support has reached a natural end and agree this with the person, reassuring them they may contact the Community Support Team at any time in the future and that other SMA UK resources remain open to them.
- Be alert to, and address, child, and adult safeguarding concerns, following the organisation's policy guidance, working with the Head of Support and Designated Safeguarding Officers.
- Take an active part in weekly Advocacy and Support team meetings, sharing knowledge and undertaking support work that benefits and enhances the work of the charity.

In the role you will engage with the wider charity team, including:

- Head of Advocacy to enable:
Issues raised by individuals from the SMA community to be known and appropriately worked on.
Individuals willing to speak up on issues or to join advocacy groups to be identified and supported to do so.
- Information Lead to enable:
Questions being raised by the SMA community to be known and appropriately worked on and added to our website information.
Individuals willing to assist with the development of information to be identified.
- Community Engagement co-ordinator to enable:
Topics to be identified for podcasts and webinars.
Support of the community networks.
Understanding of community needs for virtual and face to face events.

To work with and offer support to fundraising and communications team as required.

To fulfil the role you will be required to:

- At all times, adhere to all the organisation's policies, processes, and guidance.
- When agreed, attend the charity's events which require a Community Support team presence in a supportive or representative role. This may include weekend working.
- Take part in training and supervision sessions as agreed.
- Attend and contribute to team meetings both virtually and in person.
- Maintain an up-to-date knowledge of issues and information relevant to the role.
- Be committed to up-skilling in information and related technologies.
- Fulfil any other duties required by and negotiated with management.

Person Specifications	
A professional education, health or social care qualification	Essential
Commitment to the vision, purpose, and values of Spinal Muscular Atrophy UK	Essential
Knowledge of and experience in the disability sector	Desirable
Lived experience of disability	Desirable
Excellent listening, relationship building and communication skills	Essential
An understanding of commitment to and experience of addressing child and adult safeguarding concerns	Essential
A high standard of written communication	Essential
An understanding of and commitment to adhere to all aspects of confidentiality.	Essential
The ability to work in a co-operative manner with colleagues and peers and to work independently	Essential
The ability to relate to a wide range of people of diverse backgrounds with sensitivity and respect	Essential
An adaptive style that empowers and builds on people's skills and abilities	Essential
Excellent organisational skills and the ability to meet deadlines	Essential
Good computer and IT skills including Microsoft Word and data systems	Essential
Ability to take initiative and cope with change	Essential
An ability to travel when required and possibly stay overnight - this may include days during the weekend	Essential

September 2025