

JOB TITLE	Community Engagement Supporter
LOCATION	Home based
HOURS	15 hours per week across 5 days Mon-Fri
RATE	£13.50 per hour



Down Syndrome UK

Down Syndrome UK is a parent-led organisation that provides families with genuine support and honest information from diagnosis onwards. What sets us apart is our comprehensive training and resources for both parents and professionals, expertly crafted by those with lived experience of Down syndrome. We work to ensure children with Down syndrome have the best developmental opportunities by equipping the people who support them - from families to educators and healthcare professionals - with evidence-based knowledge and practical strategies, enabling every child to flourish and reach their full potential.

To apply for this role, please email your CV and cover letter to: operationsmanager@downsyndromeuk.co.uk by Friday 31st July.

About the role

We are seeking a proactive and compassionate Community Engagement Coordinator to support our online family communities. The role focuses on engaging with members in our closed social media groups, providing helpful signposting to our services, resources, events, and support opportunities.

The successful candidate will act as a welcoming and trustworthy presence within our online communities, helping families access the information and support they need while encouraging positive engagement.

Essential:

- Experience of social media communities, online groups, or customer engagement platforms.
- Excellent written communication skills with a warm & friendly tone.
- Strong organisational skills and ability to work independently.
- Good understanding of Facebook Groups and other social media platforms.
- Ability to handle sensitive conversations with empathy and discretion.
- Understanding of confidentiality and data protection principles

Desired Attributes:

- Experience working with families, parents, carers, or community services.
- Knowledge of the voluntary, community, health, or family support sector.
- Experience producing basic social media content.
- Awareness of safeguarding responsibilities when working with vulnerable families.

Personal Qualities:

- Friendly, approachable, and empathetic.
- Reliable and self-motivated.
- Professional and trustworthy.
- Highly responsive and organised.
- Passionate about supporting families and strengthening communities.

Responsibilities:

- Monitor activity within closed social media groups.
- Respond to posts, comments, and enquiries in a timely, professional, and empathetic manner.
- Signpost families to appropriate organisational services, programmes, resources, and events.
- Share approved content, updates, and announcements across community groups.
- Work closely with other staff to ensure messaging remains accurate and up to date.
- Manage the generic info@ inbox, answering queries.
- Promoting upcoming training, events & services.
- Regularly sharing resources.
- Managing our closed WhatsApp groups, promoting upcoming events & training.
- Encourage positive engagement and foster a supportive online environment.
- Identify common themes, questions, and support needs arising within the community.
- Escalate safeguarding concerns, complaints, or complex enquiries in line with organisational procedures.