

Headway East London
Bradbury House
Timber Wharf
238-240 Kingsland Road
London E2 8AX



Tel: 020 7749 7790
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May 2018

Dear Applicant,

Re: Day Service Co-ordinator (Volunteer Support)

Thank you for your interest in the above vacancy with Headway East London. All the information you need about Headway East London can be found on our website www.headwayeastlondon.org and our blog <http://headwayblog.blogspot.co.uk>.

The starting salary for this position is £23,877.41. The job description and person specification are attached. In order to apply you will also need the following documents, which can be downloaded from the website or sent to you in the post on request:

- Application form
- Ethnic monitoring form

Please ensure you address the requirements as laid out in the job description and person specification when completing page 4 of your application and ensure all other sections of the form have been completed. Incomplete applications will not be considered and CVs will not be accepted.

Please send your completed application to recruitment@headwayeastlondon.org by **9am on Monday 28th May 2018**. Interviews for the position are scheduled to take place on the **4th and 5th of June 2018**.

If you would like further information about the role, please get in touch (my email and number are below)

If you have not heard from us by the end of June, please assume that your application has not been successful.

Yours faithfully,

Sarah Lantsbury

Day Service Manager

Email: sarah.lantsbury@headwayeastlondon.org

Tel: 020 7749 7792

Job Description

Job Title:	Day Service Co-ordinator (Volunteer Support)
Service:	Day Service
Based at:	Headway East London (HEL)
Contract:	Permanent
Hours:	Full time (35 hours p/w)
Line Manager:	Deputy Day Service Manager (DDSM)

Background: Headway's Day Service caters for adult survivors of brain injury (18yrs+). The Day Service operates as a community where people with brain injury are valued, respected and given opportunities to fulfil their potential.

Main Purpose: To work as part of the co-ordinator team, taking responsibility for developing and delivering activities at HEL's Day Service, with special responsibility for volunteer support.

Main Duties

1. Work closely and collaboratively with the members of the Day Service, supporting them by running regular group projects and developing activities
2. Support members to participate in a variety of activities, occupational projects and therapies, making use of available community resources to facilitate a variety of activities
3. Share responsibility for planning and organising outings and external social events for members of the Day Service; adhere to Headway East London's policies & procedures, including the completion of all relevant risk assessments
4. Act as key worker for approximately 15-20 members; oversee their programme of activities and therapies and review their progress with them at least once a year. Offer information, advice and advocacy as necessary and refer more complex issues to the HEL Caseworker Service.
5. Share responsibility for supporting members in accessing and participating in communication based activities, including the use of IT resources and multimedia projects.
6. Share responsibility for overseeing the wellbeing of members identified as having high support needs, including the completion of comprehensive individual risk assessments
7. Assist members with basic care requirements, as required
8. Take responsibility for practical tasks in the Day Service and contribute to the development of any procedures required to maintain appropriate standards
9. Model good practice for less experienced staff and volunteers.

Role specific duties

1. Maintain a large and effective team of volunteers to work in the Day Service in a wide variety of capacities in conjunction with the DDSM and Human Resource (HR) Administrator
2. Ensure volunteers are properly inducted and understand the expectations of the role
3. Support and supervise Day Service volunteers and hold regular group volunteer meetings
4. Attend regular volunteer meetings with DDSM and HR administrator.

Other duties

1. Develop and maintain relationships with statutory partners and ensure information is shared when appropriate and in accordance with data protection legislation
2. Establish and maintain contact with members' families, carers and other key people, referring them to the Caseworker Services and external agencies
3. Contribute to the development of Headway East London's services
4. Adhere to Headway East London policies and procedures
5. Attend staff meetings and training as required
6. Any other duties that may reasonably be required.

This job description outlines the current main responsibilities of the post, however, the duties of the post may change and develop over time and the job description may be amended in consultation with the post holder.

Person Specification

Essential	Desirable
<p>Experience & Education</p> <ol style="list-style-type: none"> 1. Experience of working as part of a team of staff and volunteers 2. Experience in running groups 3. Experience of supervising volunteers 4. Experience of working with people with disabilities/vulnerable adults 5. Experience of providing advocacy and advice 6. Computer literacy, including working knowledge of Microsoft Office, particularly Word, Excel and Access 	<ol style="list-style-type: none"> 1. Experience working in a community day service for people with Acquired Brain Injury 2. Experience in organising and developing community projects 3. Two years' experience of working with people with disabilities/vulnerable adults 4. Two years' experience of providing advocacy and advice
<p>Skills, Knowledge and Abilities</p> <ol style="list-style-type: none"> 1. Excellent organisational skills 2. Excellent facilitation skills 3. Excellent literacy and numeracy skills 4. Excellent listening skills 5. Ability to self-motivate 6. Ability to problem-solve and prioritise 7. Ability to learn quickly 8. Ability to work under pressure and to stay calm in stressful situations 9. Ability to relate well to people on a one-to-one basis & in group settings 10. Ability to be empathic with others' situations 11. Basic knowledge of and understanding of the benefits system and the Care Act 2014 	<ol style="list-style-type: none"> 1. Knowledge of Acquired Brain Injury and its effects 2. Knowledge and understanding of the demographic Headway East London serves 3. Extensive knowledge of and understanding of the benefits system and the Care Act 2014
<p>Other Requirements</p> <ol style="list-style-type: none"> 1. Personally and professionally responsible 2. A commitment to team working 3. Flexible, adaptable and reliable 4. A commitment to equal opportunities 5. Willingness to work occasional evenings/Saturdays 6. Sense of humour 	<ol style="list-style-type: none"> 1. Awareness of issues around disability and social exclusion