



Day Service Co-ordinator

Job Pack

Job Details

Job Title:	Day Service Co-ordinator
Location:	Headway East London, 238-240 Kingsland Road, London E2 8AX
Team:	Day Service
Responsible to:	Kitchen Manager
Contract:	Fixed term from 14.04.2025 to 10.04.2026
Hours	Monday -Friday, 9.00-4.30 (35 hours)
Salary:	£28,000

About Us

Headway East London (www.headwayeastlondon.org) is a charity supporting people living with brain injury. Working across 13 London boroughs we offer specialist support and services for survivors and their families. We offer therapies, advocacy, family support and community support work alongside our day service: a community venue where people can make the most of their abilities and interests.

We also promote awareness and understanding of brain injury by providing information to the public, and offering training to university students, professionals and businesses. Our vision is to build a community where people with brain injury are valued, respected and able to fulfil their potential.



About the Role

We are looking for a **Day Service Co-ordinator** to join our team and support people living with brain injury in our **day centre** located in **Haggerston**.

You will take responsibility for **organising, delivering and co-producing activities** in the centre, such as cooking lunch, discussion group, art, outings, and engaging members in a variety of other activities in response to the needs and interests of members. The role also involves providing advocacy and support (**key working**) for up to 20 members and ensuring the smooth running of the day service as a member of the co-ordinating team.

Principal Duties and Responsibilities

- **Activities in the centre:**

1. Work closely with colleagues in the day service and other teams to support members to participate in a variety of activities, occupational projects, and therapies.

- **Key working:**

2. Act as key worker for up to 20 members, checking in regularly about their engagement in the centre and their general wellbeing, and supporting them with information, advice, and advocacy as appropriate.

3. Establish and maintain contact with members' families, carers, and relevant statutory partners to facilitate good communication and better provide appropriate support.

4. Maintain accurate and up-to-date records, including comprehensive individual risk assessments.



- **Day Service co-ordination:**

5. Work closely with colleagues and volunteers in the day service and other teams at Headway East London to create a welcoming, supportive, and stimulating environment for members.
6. Share responsibility for practical tasks in the day service to ensure its smooth running.
7. Work sensitively with volunteers, supporting them alongside the Volunteer Lead to take on meaningful and rewarding roles in the day service.
8. Assist members with basic care requirements as required to facilitate their involvement in the day service in a way which preserves their dignity.
9. Carry out assessments and associated admin for new referrals to the Day Service to support new members to join.

Key Relationships – Internal and External

- Internal: Operational Staff, Public Engagement team, Admin team, Volunteers, Members of Headway East London
- External: family and carers of members, external agencies and partners including Health and Social Care workers

Health & Safety/GDPR

- Comply with safe working practices as outlined in Headway East London policies and take reasonable care for your own health and safety and that of others who may be affected by acts or omissions at work.
- Report any accidents, incidents or near misses as soon as reasonably practicable.
- Comply with GDPR guidance as outlined in Headway East London policy and report any breaches as soon as reasonably practicable.

General

- Be aware of and adhere to Headway East London policies at all times.
- Take part in progress/performance reviews throughout the year.
- Cooperate with other departments to achieve good outcomes for our members.
- Attend training courses and complete online training modules as required to meet the requirements of the post.
- Take responsibility for own personal development, seeking out opportunities to learn new skills.
- Undertake any other duties as requested by management which are reasonably deemed to be within the scope of the role or necessary for the smooth running of the organisation.

Other

- Apply the Headway East London values and behaviours to every aspect of the role at all times.
- Protect and enhance the interests and reputation of Headway East London internally and externally.
- Commit to the organisational principles of:
 - coproduction
 - equity, diversity and inclusion
 - sustainability



Person Specification

Criteria	Essentials
Experience	<ul style="list-style-type: none"> • Demonstrable experience of working with people with additional support needs • Demonstrable experience of facilitating groups • Demonstrable experience of working as part of a team of staff and volunteers • Demonstrable experience of providing advocacy and advice
Knowledge	<ul style="list-style-type: none"> • Understanding of brain injury and the effects on survivors and their families • Awareness of the health and social care sector • Awareness of the welfare benefits system • Awareness of working in co-production with members (service users)
Skills	<ul style="list-style-type: none"> • Developed skills to work under pressure and stay calm in stressful situations • Good organisation skills with the ability to problem solve and prioritise workloads • Developed communication, literacy, and numeracy skills • Basic facilitation skills • Developed empathetic skills • Developed IT skills including use of Microsoft Office packages and databases
Personal attributes	<ul style="list-style-type: none"> • Commitment to the values, behaviours, and principles of the organisation • Demonstrable commitment to working in ways which promote equity, diversity, and inclusion • Commitment to continuous personal development • Adaptable and able to work with enthusiasm and humour
Additional requirements	<ul style="list-style-type: none"> • This post will require occasional evening and weekend work • This post is subject to an enhanced DBS (Disclosure and Barring Service) check

Job Description and Person Specification Agreement:
The above job description is not exhaustive but an indication of the duties the post holder may undertake and will be subject to review.

To apply

The deadline to apply is 9:00 am, Monday 10 March 2025.

Interviews will be held in the week commencing Monday 17 March.

Please send your **Application Form** and voluntary **Equal Opportunities Monitoring Form** to recruitment@headwayeastlondon.org

For further information about the role and Headway East London, please contact Tasneem Aziz via email tasneem.aziz@headwayeastlondon.org or call on 020 7749 7790.

No agencies please.

Headway East London is an Equal Opportunities Employer and we are committed to ensuring that all staff are motivated, skilled and rewarded by their work. We welcome applicants regardless of race, religion or belief, colour, national origin, sex, sexual orientation, disability, age and other protected status as required by law. We promote and protect human rights; they are the foundation of what we do.

We want to be an inclusive place where a diverse mix of talented people want to come and contribute their unique strengths and perspectives. We are focused on equality and believe that all the fascinating characteristics that make us different, make us more able to deliver our life-changing work with passion and creativity.

