



the brain injury association
Central Lancashire

JOB DESCRIPTION

Title of post: **Major Trauma Patient Support Service Coordinator Lancashire.**

Responsible to: Headway Manager (Central Lancashire)

Main purpose of the job.

To assist in coordinating and delivering a non-medical outreach service to patients in hospital, and their families.

Main duties and responsibilities.

1. To assist and deliver a daily outreach service to people who are newly injured through major trauma and neurological conditions.
2. To offer advice via a range of methods, including face-to-face interviews, telephone and email, either at the hospital, at the Headway office or via home visits (in exceptional circumstances).
3. To provide initial advice on a range of welfare-related issues including welfare benefits, employment, legal and practical issues.
4. To record and report on work carried out using an excel database uploaded to an online system and handwritten notes.
5. To operate a booking system for patient/family visits.
6. To liaise and work alongside hospital staff.
7. To enable and empower patients and their families to act for themselves wherever appropriate.
8. To undertake mandatory clinical supervision.
9. To report to the Headway CL Manager.
10. To support other charity projects as they arise.
11. To support charity events when possible.
12. To travel to different locations within the Lancashire area to deliver the MTPSS service (this post requires the applicant to hold a full UK driving license and have the use of a car).

Teamwork

1. To work closely with other team members to ensure the effective running of HWCL as an organisation and that a high standard of service to both individuals who have suffered a major trauma or brain injury, and their families, is maintained.
2. To give support to other workers during busy periods or staff shortages as necessary.
3. To attend and contribute to staff group supervision meetings and staff development/training days.
4. To keep up to date with relevant information and share with other team members.

Other duties

1. To keep concise files on each client using the Headway database.
2. To inform the manager or in their absence, the assistant manager of any areas of concern.
3. To attend meetings and training courses agreed with the manager.
4. To implement the policies and procedures of HWCL.
5. To maintain confidentiality in matters relating to HWCL
6. To attend appraisals when required.
7. To monitor and evaluate work.
8. To be open to the concept of progress and development, both personal and organisational.
9. To undertake any other reasonable duties as and when may be required.

PERSONAL SPECIFICATION

(E) = essential (D) = desirable

Knowledge/Education/Training

1. Educated to degree level or equivalent (D).
2. Ability to use computerized systems and to produce own documents using Microsoft Office (E)
3. Ability to accurately record numerical and monitoring information using computerised database systems as well as maintaining written records (E)
4. Knowledge of welfare benefits and claim processes (D)
5. Knowledge of legal services (D).

Abilities

1. Be approachable and non-judgmental (E)
3. Ability to work as part of a team and as a lone worker (E)
4. Ability to assist with leading a drop-in session. (E)
5. Ability to present information (E)
6. Ability to work under pressure and on own initiative (E)
7. Ability to respond to conflicting demands and to prioritize and organise own work [E]
8. Ability to be able to work within professional boundaries. (E)
9. Good administrative and clerical skills (E)
10. Good communications skills, both verbal and written (E)
11. Good organisational skills including ability to meet deadlines (E)

Experience

1. Knowledge and understanding of the effects of life changing injuries on the lives of the individual and their family (D)
2. Experience of voluntary work or working within a charitable organisation [D]
3. Experience of working with disabled people from a range of backgrounds and cultures (D)
4. Understanding of care and support needs (D)
5. Knowledge and understanding of relevant statutory and voluntary organisations (D)
6. Experience of liaising with a range of organisations, groups and individuals (D)

7. Proven experience of working in a busy and demanding environment working in a drop-in center or similar environment (D).
8. Experience of running small events (D).

Other requirements

1. To be open-minded and supportive (E)
2. Enthusiastic, self-motivated and possess a positive outlook (E)
3. Understanding of confidentiality issues (E)
4. **Hold a full UK driving license and have use of a car (E)**
5. Able to work pre-arranged overtime out of office hours (D).

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