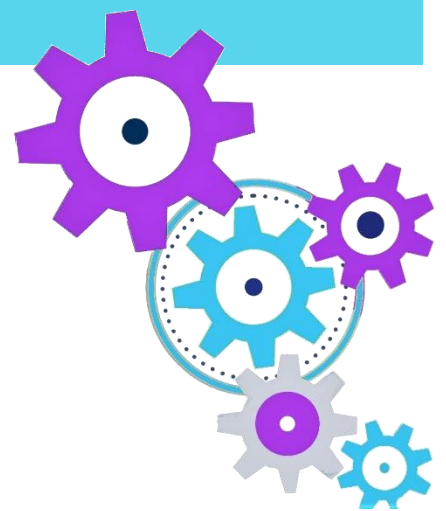




**ABI Assistant Manager – (OT Client Lead)**  
**Headway Birmingham & Solihull**  
**Recruitment Information Pack**



# Aims & Objectives

Our Mission is “to promote greater understanding of all aspects of brain injury and provide support, information and services for people who have sustained brain injury, their families and carers”.

Our Objectives are to:

- Promote awareness of brain injury & its consequences and actively seek to reduce potential incidents.
  - Make services known to newly brain injured people/families at the earliest stage and throughout the whole journey.
  - Provide information, advice and support services for people with brain injuries, their families, carers and concerned professional people.
  - Provide specialised rehabilitative activities to assist people with brain injury to regain independence, continued recovery and re-integration into the community.
  - Develop links with appropriate agencies & establish working partnerships.
  - Maintain good governance, management and staff ratios.
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*Thank you for your interest in becoming an ABI Assistant Manager – (OT Client Lead) with Headway Birmingham & Solihull.*

*We are a local brain injury charity, which has been established for over 40 years offering a variety of support services for people across Birmingham & Solihull with Acquired Brain Injury (ABI), their families and carers.*

*Headway Birmingham & Solihull employs over 80 staff as well as having a large number of student placements and volunteers.*

An exciting opportunity has arisen for an ABI Assistant Manager – (OT Client Lead) to join our local brain injury Charity. The Acquired Brain Injury (ABI) Service offers brain injured people a steppingstone back into society, promoting independence and supporting recovery across our 3 Hubs located in Moseley, Rubery and Sutton Coldfield.

We are looking for a qualified, enthusiastic and self-motivated Occupational Therapist with excellent leadership, interpersonal and organisational skills who is confident in motivating others and who can manage multiple tasks and pressures to meet company objectives.

As an ABI Assistant Manager – (OT Client Lead) you will oversee the daily operations and community activities under the ABI programmes of our 3 Hubs alongside the ABI Manager. Taking responsibility for the delivery and development of client areas including assessments and reports, you will ensure the efficient coordination of the daily activities’ programmes, risk management and client welfare.

***We look forward to meeting you and hope you may become a part of our Headway family.***

**Sue Tyler**

**CEO**

# WHY WORK FOR HEADWAY?

## Whose life did you improve today?

Everyone who works for us is contributing to making a real difference to the lives of many people affected by brain injury. The brain injury journey has only just started after leaving hospital and Headway is there for the whole family throughout this difficult and ever-changing journey. You can be part of helping them to get a life back again.

## Why join us:

- **Annual leave** – a generous 33 days each year (to include 8 bank holidays)
- **DBS Check** – we cover the cost of your DBS check and further renewals once probation has passed.
- **Company Pension Scheme**
- **Wellbeing Support, Advice and Guidance** – via our in-house trained ‘Mental Health Champions’ and/or Employee Assistance Program through an online portal or over the telephone
- **Induction**- We pay for you to attend our comprehensive induction and on-going training to include the Care Certificate.
- **Brain Injury Certificates – Level 1 & 2** - free specialist training in brain injury
- **Personal Development Qualifications** – we can help you to obtain a range of qualifications according to roles and support further development.
- **Staff Referral Scheme** – earn £50 for referring a friend into a vacant Headway Birmingham & Solihull position and then further rewards if they stay.
- **GEM Awards** – All of our employees are stars in our eyes and each year colleagues make nominations for our special awards.
- **Social events, fundraising and team building** – we value all our employees and try to bring people together socially.
- **Discounts** at Highstreet retailers, days out, gifts, holidays and even when buying a car – available via a Blue Light card that Headway will purchase for you.
- **Long Service Awards** – receive 1 day extra annual leave after reaching 5 years and thereon (10 years 2 days etc.)  
**£300 Voucher** - awarded for 10 years.
- **20% off purchases** – in any of our Headway Birmingham & Solihull shops
- **Role Anniversary Awards** – given every 5 years in role.
- **Special Birthday days** – an extra day leave on your ‘milestone birthdays’.
- **Health Scheme** – employees can opt for the BHSF healthcare plan through which Headway H & S will pay at the basic level. This enables employees to claim back money towards general day-to-day healthcare such as opticians and dentists.
- **Duvet Days** – get rewarded for coming into work with an extra day off for full year attendance.
- **Respite Day** – a day off for [working carers](#) who go above and beyond



## Code of Ethics

Headway Birmingham & Solihull have a set of 6 core values that will flow through our culture and behaviour and to which all Employees, Volunteers and Trustees are committed to:

Every day, we do our best to put our values into action through our work and our relationships with our users, business partners, communities and one another.

### ❖ **Putting 'People First'**

We support & care for our clients as we would like to be treated ourselves. Clients will be treated with dignity and respect, and we will always act in their best interest. We all value individuals and celebrate diversity.

### ❖ **Being 'Safe'**

Every client, person who works for or comes into contact with, Headway Birmingham & Solihull should be treated with dignity and respect and feel that they are in a safe and supportive environment.

### ❖ **Being open, honest & accountable**

We are open and honest with others and ourselves. We ensure that our interactions with people are above reproach, and we maintain the confidentiality of those we work with. We accept constructive criticism. We accept responsibility and hold ourselves accountable for our work, actions and our results.

### ❖ **Striving for Excellence**

We strive to deliver a service we are proud through continuous improvements and are dedicated to providing the highest quality across all services. All staff should be passionate about the cause and be willing to give a bit more than '9 to 4' when the work requires this. We want Staff to be proud of their work and uphold our good name.

### ❖ **Being professional & ethical**

The charity and all who work for us shall uphold the highest levels of institutional integrity and personal conduct at all times. People work cohesively across all departments for the good of the whole of Headway BS and recognise and respect the value and strengths of each other.

### ❖ **Doing 'more with less'**

We use resources to the full, waste nothing and do only what we can do best as specialists. We strive to maintain our principles by the ability to organize all our assets – physical, financial and human – for maximum productivity. In this way, our services will be delivered with the highest quality and efficiency at the least possible cost providing excellent 'value for money'.



## JOB DESCRIPTION: ABI ASSISTANT MANAGER – (OT CLIENT LEAD)

**Work Area:** - ABI Services

**Based at:** All 3 Hubs (Headway House, Moseley/ Leighton House, Rubery/ Sutton House, Sutton Coldfield) or any other community activities.

**Hours:** 25 hours per week – 5 hr days/flexible  
Usually 10am – 3.00pm/11am – 4.00pm  
Monday - Friday

**Starting Salary:**  
**Grade/Pay 9:3 £35,015 - 37K for full time**  
**(£23,556.00pa pro rata starting for 25 hrs)**  
**depending on experience/qualifications and age**

**Reports to:** ABI Services Manager / The Head of Services

### CORE OBJECTIVES OF POST:

To jointly (with other Manager) oversee day-to-day operations of all HUBs and activities in the community under ABI programmes, ensuring we meet staff ratios and high-level activities.

To ensure efficient co-ordination of the daily activity programmes, risk management and the client welfare.

To be responsible for delivery and development of client areas – e.g. assessments/reports and outcome monitoring of clients across all Hubs.

### KEY RESPONSIBILITIES:

#### Staffing

1. Play a part in the senior covering at Hubs with Co-ordinators, to ensure there is always a senior post on duty at each Hub, and support Co-ordinators with staff cover as needed.
2. Supervise at Hubs deal with any minor issues and report any bigger problems to ABI Services Manager.
3. Support the ABI Services Manager with any areas of staffing as requested and cover as needed in their absence.
4. Deliver induction/care certificates, coaching etc. across all Hubs in conjunction with Co-ordinators.
5. Support the Training Manager with the development and deliver, if necessary, of the Headway Brain Injury training programmes/courses.
6. To ensure the Co-ordinators take responsibility for the quality of care, activity sessions and suitability of support given to individual clients whilst at the centre. Ensure Safeguarding is followed at all times and all staff fully trained.
7. Book and deliver probation and reviews with Coaches as allocated.

#### Client based.

1. Be responsible for ensuring all new starters, have files, induction days and invoice generated. Ensure the monitoring of all attendances is completed and accurate by co-ordinators.
2. Be responsible for completing full Client Assessments and care planning/reviews.
3. Oversee client risk management. To ensure the co-ordinators manage risks and anticipate conflict situations and other dangers and ensure staff can manage them independently, and that all risks are updated regularly.

4. Ensure good communication across all staff/Hubs in the services regarding clients/services, recording of meetings, briefings and correspondence with clients, MDTs and joint client communications across the organisation.
5. Make/support referrals to other relevant Headway services and organisations as needed.
6. Ensure co-ordinators oversee/organise key working, client transport etc and deal with any issues/make changes.
8. Support HOS with Admission Reports and further assessments as required – report for applying for funding extensions to maintain placements etc.
9. Ensure all client files are updated at all times to include changes, annual reviews completed, risks and all scanned.
10. Take responsibility for updating and development of the PAS Systems or any other outcomes for individuals– assessment tools, new assessments, goals and outcomes monitored, star trackers from clients first starting through to moving on forms. Complete all monitors and tools and strive to improve.
11. Maintain relationships with clients and their families so they have a contact point.
12. Assist co-ordinators to set up individual client programmes around identified issues/behaviour or area of need etc. and make suggestions for improvements/new activities etc.
13. Ensure client welfare is paramount and deal with Safeguarding or other major client issues.
14. Enter end of month figures into the spreadsheets for client outcomes, statistics, session logs and any other KPIs, including any analysis requested.
15. Cover sessions as coaching or as last resort if staff shortages.

#### **General**

1. Contribute to yearly items as required/requested by Manager.
2. Cover/facilitate Staff Team Meetings as required.
3. Assist the team to with Fundraising events for the service area and any special events, publicity and other work that may be important to the service.
4. Play a lead role in the monitoring of activities and programmes for quality purposes.
5. At all times take responsibility for the site at which you are working and cover across other ABI sites
6. Be prepared to work flexibly to meet team demands and contribute to the wider as required.
7. Attend fully any training, coaching or team meetings etc as required, outside the normal working day.

**HEADWAY BIRMINGHAM & SOLIHULL**

PERSON SPECIFICATION FOR THE POST OF

**ABI ASSISTANT MANAGER – (OT Client Lead)**

FACTOR	ESSENTIAL	DESIRABLE
EDUCATION/ QUALIFICATIONS & RELEVANT TRAINING	<b>Qualified Occupational Therapist</b>	ILM Level 5 or other relevant professional management qualification
PRESENTATION	<p><b>A neat and tidy appearance to set example and gain clients' respect.</b></p> <p><b>Acceptance of staff dress code.</b></p>	
KNOWLEDGE & RELEVANT EXPERIENCE	<p><b>OT Work</b></p> <p><b>Assessments</b></p> <p><b>Planning &amp; leading activity sessions</b></p> <p><b>Management tasks.</b></p> <p><b>Dealing with violence and aggressive behaviour.</b></p> <p><b>Full valid driving licence / full use of car</b></p>	<p>Competent PC user.</p> <p>Working with brain injured people</p> <p><b>Supervising the performance &amp; development of staff.</b></p>
INTERPERSONAL SKILLS	<p><b>An open, friendly manner to generate the early confidence and respect of staff, clients and visitors.</b></p> <p><b>Discreet &amp; able to keep confidences</b></p>	<p>Good listening &amp; observation skills.</p> <p>Imparts accurate information clearly and concisely.</p>
ORGANISATIONA L SKILLS	<p><b>Good organiser &amp; record keeper.</b></p> <p><b>Self-assured yet able to work effectively as a member of a team.</b></p> <p><b>Able to manage multiple tasks &amp; pressures so that objectives are met.</b></p> <p><b>Ability to motivate others.</b></p> <p><b>Excellent time management</b></p>	<p>Creative input to planning of forward programmes and individuals' action plans.</p> <p>Adaptable to change.</p>
COMMUNICATIO N SKILLS	<p><b>Self-motivated to work on own initiative within agreed guidelines.</b></p> <p><b>Able to communicate at all levels.</b></p> <p><b>Good command of the English language.</b></p> <p><b>Perceptive, alert &amp; responsive to danger signals</b></p>	<p>Enthusiastic to update and extend own knowledge and competence.</p>
FLEXIBILITY & ATTITUDE	<p><b>Flexible, co-operative &amp; accountable Reliable and trustworthy</b></p> <p><b>Can control own feelings, exercising patience &amp; tolerance and keep calm, collected &amp; caring at all times.</b></p> <p><b>Accepts constructive criticism.</b></p>	<p>Committed to helping brain-injured people &amp; families.</p> <p>Outward going with a good sense of humour</p>

## HOW TO APPLY

To formally apply,

- ❖ Please submit a full CV to detailing education and employment to date along with the supporting statement form below (maximum 2 sides of A4) that clearly outlines your suitability and experience for the role against the criteria provided in the person specification. Please include your interest and motivation in applying for this position.
- ❖ Or you can apply by application form which can be downloaded from our website.
- ❖ Or you can apply via INDEED at <https://uk.indeed.com/>

To submit an application form or CV please email: [personnel@headway-bs.org.uk](mailto:personnel@headway-bs.org.uk) or post to the: Personnel Department (Recruitment), Headway Birmingham & Solihull, Leighton House,  
20 Chapel Rise, Rednal, Birmingham B45 9SN

If you would like to have an informal conversation about this opportunity you can contact Donna Rowe (Personnel Administrator) on 0121 457 7541 (option 5), Mondays, Wednesdays and Fridays, 9am – 3pm.

## RECRUITMENT TIMETABLE

<b>Closing date for applications:</b>	Dates: Monday 29 <sup>th</sup> January 2024
<b>Candidates informed of interview:</b> received.	Dates: Within one week of application
<b>Interviews:</b>	Dates: To be confirmed



Headway Birmingham & Solihull  
Registered Office: Leighton House, 20 Chapel Rise, Rednal, Birmingham B45 9SN.  
Tel: 0121-457-7541

E-mail address: - [enquiries@headway-bs.org.uk](mailto:enquiries@headway-bs.org.uk)



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