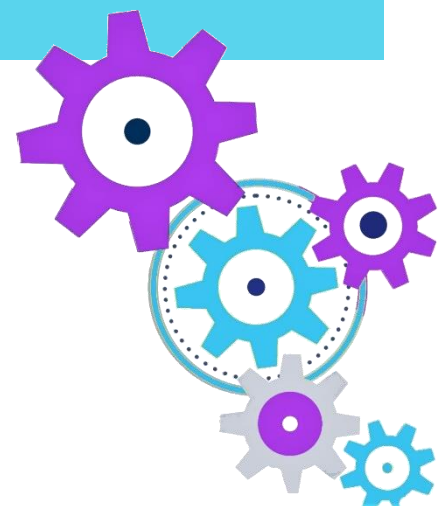




## **Hospital Brain Injury Link Worker**

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 a Hospital Brain Injury Link Worker with Headway Birmingham & Solihull.*

*We are a local brain injury charity, which has been established for over 30 years offering a variety of support services for people across Birmingham & Solihull with Acquired Brain Injury (ABI) and their families/carers.*

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

Hospital Brain Injury Link Worker's work with Hospitals and other Brain Injury organisations to develop visiting / clinic opportunities on the appropriate hospital wards within the geographic area of Birmingham and Solihull. They will support, signpost brain injured clients and their carers / families to the appropriate services to meet their needs.

The role of our **Hospital BI Link Worker** is to ensure that brain injured people and their families have information, advice and support at the earliest stages; support and signpost families/brain injured people to the relevant Headway Groups and Legal firms, providing a smooth and easy pathway into the support they need at the hospital stage and beyond.

We require a reliable, trustworthy, self-assured and self-motivated individual who has a good appreciation of the local framework of Health & Social Services provision, with experience of dealing with people in traumatic and emotional situations and an understanding of the consequences of brain injury. **The successful candidate will be able to:**

- Provide emotional support as well as advice and guidance for brain injured people and their families / carers.
- Ensure all handwritten reports are accurate, and in clear, legible handwriting.
- Ensure that the post holder maintains a current 'honorary contract' for the QE Hospital and builds/maintains links with the lead clinician/OTs and others in the team, on behalf of all the Headways.
- Build relationships in order to work in conjunction with other Navigators (e.g. Multi trauma wards) in the hospital.
- Signpost to the Panel and give out details of other local firms. Set up and support families at meetings with solicitors where they wish so.
- Produce reports, case studies and outcomes that are well written and by the required deadlines.
- Work closely with Headway Birmingham & Solihull Case Workers.
- Visit Brain Injured people and their carers/family members in hospital at the Queen Elizabeth trauma wards in Birmingham.
- Develop relationships and networks to reach as many people at the early stages of BI/caring as possible
- Apply for Headway UK emergency grants, direct and signpost families for the areas they require support including liaising with hospital professionals such as Occupational Therapists, Physiotherapist, Head Sister/Nurse etc.
- Set up regular ward visits and meets with OTs, get lists etc. Ensure that all referral details are collated/sorted/monitored and passed on to the relevant Outreach Workers of each Headway.
- Have use of own vehicle, full driving licence is a prerequisite of this role.

**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 and renewals
- **Death in Service Scheme** – for those meeting criteria
- **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
- **Confidential counselling service**
- **Free parking at our sites**
- **Free refreshments**
- **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
- **Qualifications** – we can support 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 at every 5 years in role
- **Special Birthday days** – an extra day leave on your ‘milestone birthdays’
- **Health Scheme** – employees can opt into 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 (from April 2022)

## 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: HOSPITAL BI LINK WORKER**

<p><b>Work Area:</b> QE Hospital <b>Based at:</b> Office base at Leighton House, Rednal, though mainly working at the QE hospital</p>	<p><b>Hours:</b> Contracted 10 hours per week- Flexibility according to client/ job need.</p>	<p><b>Salary:</b> £ Grade: 5 to 6 Pay Spine:1 To be discussed with interviewee</p>
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**Report to:** Directly -Headway Birmingham & Solihull / Family & Carer Services Coordinator  
**Responsible to:** The Headway Collaboration & Panel of Solicitors

**CORE OBJECTIVES OF POST**

- To ensure that brain injured people and their families have information, advice and support at the earliest stages.
- To ensure that Headway can build a more profession Model of working with the QE Hospital and one that will secure the future ongoing relationship with Headway.
- To support & signpost families/brain injured people to the relevant Headway Groups and Legal firms, providing a smooth and easy pathway into the support they need at the hospital stage and beyond.

**KEY RESPONSIBILITIES:**

1. Effectively self-manage workload/hours according to job requirements.
2. Ensure all handwritten reports are accurate, and in clear, legible handwriting.
3. Ensure that the job holder meets specific targets as required by the collaboration and this will involve completing spreadsheets / monitors / surveys etc accurately and by the required times.
4. Produce reports, case studies and outcomes that are well written and by the required deadlines.
5. Ensure that the post holder maintains a current 'honorary contract' for the QE Hospital and builds/maintains links with the lead clinician/OTs and others in the team, on behalf of all the Headways.
6. Build relationships in order to work in conjunction with other Navigators (e.g. Multi trauma wards) in the hospital.
7. Work closely with all the 3 Headway's involved in the collaboration, particularly building close relationships and regular links with all Headway Outreach/Support Workers.
8. Set up regular ward visits and meets with OTs, get lists etc. Ensure that all referral details are collated/sorted/monitored and passed on to the relevant Outreach Workers of each Headway.
9. Signpost to the Panel and give out details of other local firms. Set up and support families at meetings with solicitors where they wish so.
10. Ensure that information about Headway's services and the Legal Firms are communicated effectively and, in a way, they understand, using postcards, iPad or other to best suit individuals.
11. Pass on details of any referrals to other Headway groups not in the collaboration and other organisations as relevant. Signpost these also to the Legal Firms if appropriate.
12. Facilitate Coffee Shop/family room meets, so that Outreach workers can meet families there if they so choose.
13. Arrange talks, events and hold displays within the hospital/network as possible, including the Outreach Workers.
14. Develop relationships and networks to reach as many people at the early stages of BI/caring as possible.
15. Ensure there is always up to date information/literature/promo items available.
16. Assist with publicity, special events and other occasions arranged by the collaboration.
17. At all times upholding good name of Headway and follow all policies/procedures.
18. Be flexible to suit the needs of the post and work fairly with the team/collaboration as required.
19. Attend fully any training, coaching or meetings etc as required.
20. Uphold all Terms and Conditions of the post including covering in emergency situations as required and upholding all other policies such as Health & Safety, Equal Opportunities, etc

**HEADWAY BIRMINGHAM & SOLIHULL**  
**PERSON SPECIFICATION FOR THE POST OF**  
**HOSPITAL BRAIN INJURY LINK WORKER**

FACTOR	ESSENTIAL	DESIRABLE
<b>EDUCATION/ QUALIFICATIONS &amp; RELEVANT TRAINING</b>	GCSE/O-levels in English and Mathematics Good writing skills and able to use good grammar & spelling  Experience of computer programs for WP/DTP/E-mail	Nurse/OT/Social Work or another relevant degree/qual. NVQ II Advice & Guidance or equivalent
<b>HEALTH &amp; PRESENTATION</b>	A neat and tidy appearance to gain immediate rapport with new contacts.	In good health, not subject to frequent illness
<b>KNOWLEDGE &amp; RELEVANT EXPERIENCE</b>	Good appreciation of the local framework of health and social services provision. Experience in dealing with people in traumatic/ emotional situations. Working with carers/disabled people	Understanding of the needs & concerns of Brain injured people. Understanding of the consequences of brain injury Experience of work with Brain injured people and/or carers Familiar/knowledge of benefits and services under UK government/DWP
<b>SKILL REQUIREMENTS</b>		
<b>INTERPERSONAL SKILLS</b>	Self-assured yet able to work effectively as a member of a team. Able to manage multiple tasks & pressures so that targets are met. Able to work in conjunction with others from different Headways.	
<b>ORGANISATIONAL SKILLS</b>	Self-motivated to work on own initiative within agreed guidelines. Punctual for engagements. Reliable and trustworthy. Flexible, co-operative & accountable Able to manage own diary and work to time schedules Enthusiastic to learn and develop own knowledge and competence.	
<b>COMMUNICATION SKILLS</b>	An open, friendly manner to generate the early confidence and respect of contacts from various backgrounds. Discreet & able to keep confidences. Excellent listening skills and empathy. Imparts accurate information clearly and concisely, in writing and speech	
<b>FLEXIBILITY &amp; ATTITUDE</b>	Can control own feelings, exercising patience & tolerance and keeping calm and caring at all times. Able to work flexibly as required to meet the job needs. Able to travel to other Headways as requested. Car owner, with clean driving licence and business usage insurance A strong commitment to helping brain-injured persons and their families.	

# HOW TO APPLY

**A.** Please submit a full **CV** detailing education and employment to date and supporting statement (maximum 2 sides of A4)

**OR**

**B.** Please fully complete and return the Headway **Application Form**

**NOTE:** In your supporting information pages you should clearly outline your suitability/experience for the role against the criteria provided in the Job Description and person specification. Please include your interest and motivation in applying for this position.

**Please send your application to** (inserting “*Job Application -Personnel Department*” into the subject field): [personnel@headway-bs.org.uk](mailto:personnel@headway-bs.org.uk)

**If you would like to have an informal conversation about this opportunity or require an application in a different format or other adjustments**

**Please contact our Personnel Department on:**

**0121 457 7541 (option 5)**

## RECRUITMENT TIMETABLE

**Closing date for applications:**

**Dates: Friday 18<sup>th</sup> August 2023**

- We positively encourage applications from all areas of the community, regardless of gender, race, faith, disability, age or sexual orientation and we encourage applications from users of mental health services. This is part of our commitment to equality and reflecting the diversity of our population and we will request that you complete our in-house monitoring.
- New starters have a 6-month probationary period. This, together with the induction process aims to create a positive supportive working environment allowing new employees to learn key elements of their role over a reasonable timescale.
- Appointment to this post is subject to an enhanced disclosure with Criminal Records Bureau.
- Appointment to this post is subject to the Charity receiving satisfactory references. Please ask your Referees to respond promptly to reference requests.
- Employees are expected to undertake mandatory and statutory training related to their role.



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)

Registered Charity No 1008798

Company Reg No 2686647

Affiliated to Headway – the brain injury association. A registered charity