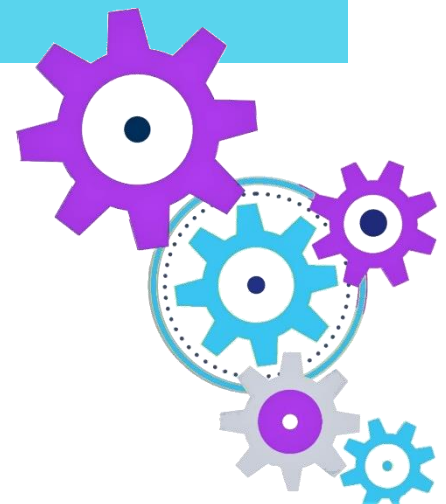




ABI Support Worker

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 an **ABI Support 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.

An exciting opportunity has arisen for an ABI Support Worker to join our local brain injury Charity.

We are looking for a confident, caring individual with an understanding of disability and a good sense of humour and a positive demeanor.

ABI Support Workers work as part of our ABI Services Team. The ABI Services Teams run services/activities for adults with acquired brain injury every weekday at our 3 hubs across Birmingham.

The ABI Support Worker role is demanding but really rewarding. The focus of this role is supporting brain injured people who have already been through formal rehab to continue to re-learn lost skills and improve on their journey back to gaining some independence.

Excellent communication skills are a must in this role as you will be expected to communicate with clients, carers and members of the whole Headway Team.

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 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
- **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** – Receive a voucher for referring someone into a vacant role, if they are successful and start in role
- **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
- **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 SUPPORT WORKER

<p>Work Area: Services for people with Acquired Brain Injury</p> <p>Based at: Leighton House, with occasional need to cover at our other sites across Birmingham</p>	<p>Hours: 10 hrs per week. Mon & Friday 9:30am-2:30pm</p> <p>Fixed hours system. Some flexibility required to suit job requirements but will need to work flexibly to cover hours as required.</p>	<p>Salary: Grade: 3:1 Pay Spine:</p>
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Reports to: ABI Services Manager

CORE OBJECTIVES OF POST:

To aid the safety, well-being, development and personal comfort of clients attending the hub. To assist in and cover activity sessions and offsite as required.

MAIN RESPONSIBILITIES

KEY RESPONSIBILITIES:

1. Be alert to the safety of clients and others, responding promptly to signals of potential danger
2. Help clients with mobility and toileting as and when required
3. Ensure that clients' lunches are prepared and served on time and help individuals with feeding and general meal-time skills as required
4. Encourage clients in their development of personal needs and hygiene skills
5. Assist ABI Skills Coaches in the preparation, running and recording of activity sessions
6. Deputise for ABI Skills Coaches as directed in their absence – supervise volunteers and facilitate activity sessions.
7. Supervise the arrival and departure of clients each day, including responsibility for collection/return of personal belongings.
8. Carry out assigned domestic chores at the end of each day, e.g. washing up, tidying and putting materials away. Cover general cleaning duties in the absence of the regular cleaner.
9. Be flexible to suit the needs of the post and work fairly with the team as required, including taking turns in small extra duties outside of normal hours such as getting the centre supplies or waiting for late taxis etc.
10. Attend fully any training, coaching or team meetings etc as required, outside the normal working day
11. To be part of the Headway team, contributing to wider activities by volunteering on at least one outside of hours event and assisting at compulsory fund-raising events etc.
12. 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
13. Be willing to become first aid trained and take responsibility for first aid needs of any clients in your care.

HEADWAY BIRMINGHAM & SOLIHULL

PERSON SPECIFICATION FOR THE POST OF

ABI SUPPORT WORKER

FACTOR	ESSENTIAL	DESIRABLE
EDUCATION/ QUALIFICATIONS & RELEVANT TRAINING	Good standard of reading & writing. NVQ II in care (requirement of post and staff will be required to obtain this once in post at own cost) if not already achieved)	GCSE/O-levels in English and Mathematics
HEALTH & PRESENTATION	A friendly manner with neat and clean appearance Able to push a wheelchair Able to provide simple physical assistance to individuals requiring aid with mobility and toileting	
KNOWLEDGE & RELEVANT EXPERIENCE	Working with people having some form of disability Previous care work	Working with brain- injured people Able to drive a mini-bus – Full clean driving licence
INTERPERSONAL SKILLS	Can control own feelings, exercising patience & tolerance and keep calm, collected & caring at all times. Good sense of humour.	Outward going with a good sense of humour An interest in people with brain injury and their daily living problems
ORGANISATIONA L SKILLS	Self-assured and able to act independently whilst also working effectively as a member of a team. Able to manage own tasks independently	Ability to supervise volunteers and cover group sessions. Skills in arts, crafts or other activity areas.
COMMUNICATIO N SKILLS	An open, friendly manner to gain the early confidence and respect of clients. A good listener. Discreet & able to keep confidences.	Speaks clearly and concisely, and imparts information accurately
FLEXIBILITY & ATTITUDE	Self-motivated and able to work on own initiative within agreed guide-lines. Punctual, reliable and trustworthy. Flexible, co-operative & accountable	Enthusiastic to learn and develop own knowledge and competence

HOW TO APPLY

To formally apply,

- ❖ **please submit a full CV 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 using our application form (available from our personnel**

department)

❖ Or you can apply via indeed

To submit an application form or CV please email: personnel@headway-bs.org.uk
Or post to: Headway Birmingham & Solihull, Leighton House, 20 Chapel Rise, Rednal, Birmingham B45 9SN (please mark FAO Donna Rowe)

If you would like to have an informal conversation about this opportunity you can contact our Personnel Department:

- Donna Rowe (Personnel Recruitment Officer) on 0121 457 7541 (option 5), Monday, Wednesday, Friday, 9AM – 3PM

RECRUITMENT TIMETABLE

Closing date for applications:	Dates: Friday 29th November 2024
Candidates informed of interview:	Dates: Within one week of application received
Interviews:	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
Registered Charity No 1008798 Company Reg No 2686647

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