

**JOB DESCRIPTION** Family Support Coordinator (Grade 3)

**REPORTS TO** Family Support Team Leader

**KEY STAKEHOLDERS:** People with spinal cord injury (SCI) and their families; professionals and organisations working with people affected by SCI; Back Up staff, volunteers and trustees; major service sponsors and funders

**LINE MANAGES:** Volunteers

## **PURPOSE**

To enable a wide range of family members of all ages whose loved one is affected by spinal cord injury (SCI) to improve their wellbeing, knowledge and confidence. Family members will build a support network to help transform their lives through Back Up's services and other sources of support.

## **VALUES**

All roles at Back Up should reflect our core values:

We embrace challenge

Challenge is central to our learning and growth; it helps us gain knowledge and skills. By finding ways to overcome challenge and move forward we gain a sense of achievement, supporting us to realise our full potential.

We have fun

We believe that having fun allows us to connect with others, whilst opening up opportunities to develop, achieve and get the most out of life, showing that there is a positive future after spinal cord injury.

We build inclusive communities

We achieve more for people affected by spinal cord injury when we work together. We are collaborative and inclusive in our approach. We embrace diversity, working with and supporting individuals, groups, and the wider spinal cord injury community, bringing people together.

We are ambitious for each other

We are driven by the needs of people with a spinal cord injury and their families. We are passionate, striving to be the best. We set high standards, and we work hard to reach them. We are proactive, push boundaries, try new approaches and we learn quickly. We recognise that failure doesn't have to equal loss, rather an opportunity for growth. We listen to what people affected by spinal cord injury want and we seek innovative responses based on their feedback.

## **PRINCIPLE ROLES:**

Proactively engage with and manage a caseload of families affected by spinal cord injury to develop bespoke 'family plans' that address the concerns and needs of the family unit, whilst developing knowledge and confidence in a pathway that mirrors the rehabilitation of the injured person.

## **SPECIFIC DUTIES:**

Manage a caseload for those wishing to develop a bespoke Family Support Plan;

- Work as part of a team to encourage, identify and respond to referrals for support.
- Understand the changing needs of people affected by SCI and their family members, and ensure the service meets those needs, delivers maximum impact in line with our mission, and that this is understood and demonstrated to the best of our ability
- Work in partnership with families and other professionals to develop each family support plan over a series of three interventions – design, check and review, evaluation.
- Ensure that referrals for other services are followed through and completed.
- Maintain accurate records on the database, and effective database systems.

Oversee the monitoring, measurement and evaluation of outcomes through:

- Contributing to ensuring that KPIs are achieved
- Market and promote the service, and, in line with the communications team, develop our communications for families, for example brochures, newsletters, webpages and social media
- Creatively develop new ways of working to reach more family members and/or improve the support we offer
- Ensure that pre and post evaluation measures are taken and recorded wherever possible for each case.
- Keep Back Up informed of the issues affecting the people you are supporting and of developments at the spinal cord injury centres

Service delivery;

- Work in close partnership and collaboration with the Outreach & Engagement and Family Mentoring teams, engaging the widest possible range of family members of people with spinal cord injury
- Where required in each family plan, follow the existing mentoring processes and protocols to action 'matches' of new mentoring relationships

- Participate and contribute to family support days for families at spinal cord injury centres in line with Back Up's Business Plan
- Contribute to and support the 'families lounge' at Back Up's fortnightly online sessions.
- React to questions and requests for support from family members arising from Back Up's services to help them:
  - feel supported
  - access relevant services from Back Up and elsewhere through proactive referrals
  - become more aware of the possibilities of life after SCI.
- Lead, sustain and develop strong and effective working relationships with a wide range of health professionals and other charity representatives through presentations, telephone contact and meetings, to ensure that service users access seamless support

#### Other duties and responsibilities

- Consistently work in a way that exemplifies Back Up's ethos and core values
- Work cohesively with other teams and other organisations to ensure organisational and individual needs are met
- Other duties as required by the Family Support Team Leader.

### **PERSON SPECIFICATION**

#### Essential demonstrable qualifications and experience:

- Family member of spinal cord injured person or similar direct experience.
- Gifted communicator and influencer with excellent written, verbal and presentation skills
- Excellent interpersonal skills face to face, in groups and on the telephone. Able to confidently relate to all different kinds of people and quickly establish rapport
- Compassionate and empathetic, able to listen, inspire and motivate volunteers and service users
- A real team player: collaborative, supportive, flexible and a proactive communicator, within Back Up and to third parties
- Self-starter, driving own workload. Highly organised and able to take initiative
- Reliable and punctual
- Able to manage conflicting deadlines and priorities and work under pressure
- Commitment to delivering a high-quality service
- Excellent IT skills including Microsoft Office and databases, and a competent user of social media
- Understanding of issues faced by people affected by spinal cord injury (SCI) and of services for people with SCI in the UK
- Suitable to work safely and appropriately with children and vulnerable people
- Respect for confidentiality

- Experience of working with vulnerable people
- Proactive approach to own support needs, health and wellbeing
- Respect for others; able to work in a way that respects diversity and values equality
- Willing & able to travel and work flexible hours including occasional evenings, weekends, and overnight stays
- GCSE level Maths and English A-C or equivalent

Candidates that can demonstrate any of the following will also be at an advantage:

- Three or more years since a family member's spinal cord injury
- Experience of working in the voluntary sector and inspiring and motivating volunteers
- Experience of leading/supporting volunteers involved in charitable service delivery to solve complex social problems
- Training in presentation/facilitation/group training
- Experience of collaborative working with other organisations
- Experience of working with health and care professionals
- Experience of risk management
- Experience of working with people in trauma
- Recognised social sciences/psychology/counselling/coaching qualification or similar experience
- Driver and with use of own vehicle