backup
Partners in possibility after spinal cord injury

# Job Description:

## Regional Outreach & Engagement Coordinator NI

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| **Location:** | Northern Ireland (home-based), with travel to the Spinal Cord Injury Clinic at Musgrave Park Hospital, Belfast, and across Northern Ireland as required. Occasional travel to the Back Up office in Wandsworth, London. |
| **Reports to:** | Outreach & Engagement Team Leader |
| **Key stakeholders:** | Spinal cord injury centre and hospital staff, health and social care professionals, community and charity partners, volunteers, and colleagues across the Outreach & Engagement team. |

### Purpose of the role:

To enable people affected by spinal cord injury to realise their potential through leading Back Up's relationships with spinal cord injury centre/s, other hospital and healthcare settings, partners and organisations where people affected by spinal cord injury interact. The role will coordinate all our activities in their region, developing and managing the pipeline of people needing Back Up's services, recruitment of volunteers and of activities that support the ongoing sustainability of Back Up and its services.

**VALUES**

Our values are central to our approach:

**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 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.



Registered Charity No. 1072216 and SC040577 Charitable Company No. 3596996

**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.

## RESPONSIBILITIES:

Outreach, Wheelchair Skills and Wider Engagement

- Engage the widest possible range of people with spinal cord injury to sign up for further contact with Back Up, through organising and/or delivering wheelchair skills training sessions and talks for patients and families at the spinal cord injury centre in the region, general hospitals and with other key partners or locations as identified.
- Coordinate, support and manage volunteer trainers who are helping to deliver sessions and talking to patients and families.
- Lead, sustain and develop strong and effective working relationships with a wide range of health professionals and other charity representatives e.g. through presentations, calls and meetings, to ensure that people access seamless support.

Proactive Contact with People Affected by Spinal Cord Injury

- Maintain and support relationships with a large number of people affected by SCI (adults, children and young people and their parents) through regular proactive contact. This could be in person in the spinal cord injury centre, other settings or through events, telephone contact or other interactions.
- Explore their feelings, wishes and needs and provide tailored peer support to help them feel supported, access relevant services from Back Up and elsewhere through proactive referrals, and become more aware of the possibilities of life after SCI.

Networking, Partnerships and Sustainability

- Develop and maintain a map of touchpoints in the region, where people with an SCI will come into contact.
- Develop partnerships, referral routes and signposting processes to develop reach beyond the spinal cord injury centre.
- Develop and manage a network of community ambassador volunteers to support the wider work and sustainability of Back Up through fundraising and other related activities.
- Take a lead on encouraging localised fundraising activity; working towards wider income targets that support ongoing sustainability.

Other Duties and Responsibilities

- Maintaining accurate records on the database.
- Work as a team, consulting with others to ensure you give and receive high quality support.
- Keep Back Up informed of the issues affecting the people you are supporting and of developments at the spinal cord injury centre, general hospitals and other settings.
- Input into team planning and activities.
- Manage the budget relating to activities in your region.
- Help recruit new volunteers as needed to ensure a diverse team representing Back Up.
- Other duties as required by the Regional Outreach & Engagement Team Leader.

*The above list is not exclusive or exhaustive, and the post holder will be required to undertake such duties as may reasonably be expected within the scope of this role.*

## PERSON SPECIFICATION:

**Essential:**

- Experience of working to support vulnerable people to achieve goals/move forward in life
- Excellent interpersonal skills and ability to relate to people at all levels internally and externally
- Excellent written and verbal communication skills
- High standard of IT including experience of using databases and MS Office
- Self-starter; highly organised, able to drive own workload
- A creative and proactive approach to all areas of work with a 'can do' attitude, in line with the charity's values
- Commitment to delivering a high-quality service
- Respect for confidentiality
- Suitable to work safely and appropriately with children and vulnerable people
- Strong team working orientation with a flexible and adaptable approach to work demands across the whole organisation, a real people person
- Respect for others; able to work in a way that respects diversity and values equality
- Great listener, warmth, empathy, respect for everybody. Able to be non-judgmental and focus on the individual and their needs
- Willing and able to travel and work occasional evenings and weekends including overnight stays
- GCSE Maths and English A-C or equivalent

**Desirable:**

- Spinal cord injured person or family member
- Experience of working with and supporting volunteers
- Experience of working with people in trauma
- Presentation skills and the ability to manage a group
- Proactive approach to own support needs, health & wellbeing
- An understanding of the needs of people adjusting to life with spinal cord injury