

JOB DESCRIPTION Family Support Team Leader (Grade 3)

REPORTS TO Family Support Service Manager

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: Family Support Coordinator/s (up to four), 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, build a support network and transform their lives through Back Up's services.

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:

1. Leading the growth, development, delivery and championing of the family support service in line with the business plan and overall organisational strategy. You will provide excellent line management support to the family support coordinator/s; whilst working with the Family Support Service Manager and the wider team on the ongoing development of this key service.
2. Leadership of the family support service, delivering relatives' days at UK spinal cord injury centres, producing content for family members affected by SCI including digital resources and providing advice & assisting with developing Back Up's 'Family Rehab Service'. This role includes partnership working with other Back Up teams and external stakeholders.

SPECIFIC DUTIES:

Line Management

- Provide excellent line management support to the team within the postholders remit.
- Follow Back Up's performance management procedures to support staff to thrive and achieve in their roles.
- Identify and pursue development opportunities for self and staff to establish a culture of continuous improvement.

Assist the Family Support Service Manager in leading the family outreach service;

- 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
- Maintain accurate records on the database, and effective database systems
- Help to recruit, support and develop volunteers to ensure a diverse team representing Back Up

Together with the Family Support Service Manager oversee the monitoring, measurement and evaluation of outcomes through:

- Reviewing and developing of KPI's and principles for service delivery
- 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 O&E 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 referral process to action quality referrals for new mentoring relationships
- Organise and deliver relatives' days for families at spinal cord injury centres across the UK, in line with Back Up's Business Plan
- Coordinate and manage family support volunteers who help deliver sessions and talk to families
- Work with the digital assets coordinator to facilitate and support the 'families lounge' at Back Up's fortnightly online sessions.
- Develop & maintain Back Up's digital support content for family members including factsheets, webpages and the family support chat bot.
- 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 Service Manager.

PERSON SPECIFICATION

Essential demonstrable qualifications and experience:

- Family member of spinal cord injured person

- 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
- Experience initiating and developing change in line with an organisations vision and mission to improve efficiencies or effectiveness
- 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 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 budget management
- Experience of risk management
- Experience of working with people in trauma
- Recognised social sciences/psychology/counselling/coaching qualification or similar
- Driver and with use of own vehicle

