

JOB DESCRIPTION Vocation Coordinator (Coordinator Grade 3)

REPORTS TO Vocation Team Leader

PURPOSE

To enable people affected by spinal cord injury to raise aspirations and realise their potential to return to vocational activity post-injury. Back Up aims to be the leader in supporting people with spinal cord injury to return to work, volunteering or another vocational activity.

This role will work in partnership with the Vocation Team Leader and will support and develop all our activities that support people affected by spinal cord injury to return to work, volunteering or other vocational activity.

It will include leading on telephone support and patient education sessions and will support the delivery and development of other services that aim to raise and meet the vocational needs of people with spinal cord injury.

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.

RESPONSIBILITIES

Outreach and Engagement

- Work in partnership with regional coordinators to arrange visits and patient education sessions and to identify priority areas or activities that will embed vocational aspiration during the patients' rehabilitation journey.
- 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 can access seamless support.
- Work closely with the corporate partnerships team to identify and develop external partnerships that will create onward pathways for people with SCI to achieve their vocational ambitions.

Proactive contact with people affected by spinal cord injury

- Maintain and support relationships with a large number of people with spinal cord injury through proactive contact. This could be in person in the spinal cord injury centre, other settings or through events, telephone contact or other interactions.
- Deal with referrals, gaining an understanding of their needs and vocation goals to provide on-going 1-1 support and advice or refer to other vocation services or external partners.
- Explore their feelings, wishes and needs and provide tailored vocational support to help them:
 - Raise aspiration and understand their priorities in relation to their future vocational pursuits
 - Access relevant services from Back Up and elsewhere through proactive referrals
 - Become more aware of the possibilities of life after injury
- Empower those in need of services with skills & support with recruitment processes with help with (but not limited to) job applications, CVs & interviews.

Partnerships and Development

- Develop partnerships with colleagues across Back Up and beyond, to develop onward pathways that will enable people with spinal cord injury to realise their vocational aims
- Host or connect to partners for job fairs, employment skills training/classes/seminars
- Connect people with spinal cord injuries with opportunities that will allow for professional growth such as skill certification classes/programmes or collegiate opportunities
- Support the delivery of our 'Skills for Work' online courses, Careers Fair and other vocation programmes as they develop, at key points throughout the year, responding to demand as it grows.
- Work closely with the Vocation Team Leader and the fundraising team to further grow and develop Back Up's vocational support offer.

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 and are led by the needs of people with spinal cord injury
- 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
- Help recruit new volunteers as needed to ensure a diverse team representing Back Up
- Other duties as required by the Vocation Team Leader.
- Contribute to wider initiatives and working groups in the organisation.

REQUIREMENTS - Essential

- Experience of working to support 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 adults with spinal cord injury
- 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

REQUIREMENTS – Highly desirable

- Spinal cord injured person or family member
- Experience in HR, vocational support/recruitment or similar
- 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