

JOB DESCRIPTION

Development Worker

JOB DETAILS

- Responsible to:** Operations Manager
- Hours of work:** 18 hours per week (hours/days flexible). Hybrid working with some office-based work (Bath, BA1 3QJ, remote working and travel across BANES and North Wiltshire).
- Job Type:** Fixed term contract 12 months
- Pay:** £25,000 FTE pro rata for 18 hours per week (actual £12,857)
- Job benefits:** 28 days annual leave pro rata (including bank holidays), time off in lieu, pension scheme, regular training, and supervision. Hybrid working

*This post is subject to enhanced DBS clearance

*A car driver with access to own vehicle is required for this post

JOB SUMMARY

Headway Bath & District is a registered charity that is dedicated to providing specialist relief, cognitive rehabilitation and support to adults who have sustained an acquired brain injury (through accident, trauma, infection), along with their family members and carers.

We operate day services throughout the week in Bath, online groups and bespoke 1-to-1 outreach support in people's homes and their local community. We provide support across Bath and North East Somerset, and West Wiltshire.

We are seeking a passionate, dynamic and motivated Development Worker to join our small but ambitious team. As a Development Worker, you will be supporting the Operations Manager with promoting and developing the charity's services, volunteer recruitment, and raising awareness of acquired brain injury across the local regions (BaNES and Wiltshire), to secure funding and wider support towards our vision, aims and strategic business plan.

This is a rewarding opportunity to increase our reach, develop our services and make a real difference in the lives of people impacted by acquired brain injury.

KEY RESPONSIBILITIES

Business and service development:

- Build and maintain positive relationships with current and new stakeholders, beneficiaries, donors, and supporters, to expand the organisation's reach.
- Promote our services to potential referrers (e.g., health and social care teams, GP practices, hospital/ rehabilitation unit settings, other care providers and relevant agencies), to increase referrals.
- Support the Operations Manager to develop and implement strategies to increase and diversify income/ funding sources.
- Attend relevant community events, provider forums, and other meetings - raising awareness of acquired brain injury and promoting the organisation's services.
- Contribute to monitoring and evaluating the effectiveness of existing services and activities, including collecting data and feedback from service users.

Volunteer recruitment and supervision:

- Develop new and different ways of sourcing and recruiting suitable volunteers.
- Recruit, induct and supervise volunteers to support Headway Bath & District in delivering a range of services.
- Nurture positive relationships with establishments or organisations where suitable volunteers may come from (e.g., student placements or volunteers via local colleges and universities, BANES and Wiltshire community volunteering services etc).
- Keep volunteer records up to date.

Communications and digital:

- Create, write and edit compelling content for external communications, including website, social media channels, press releases and other media outlets.
- Gather case studies and stories using current clients, to be used for media coverage, newsletters, funder or commissioner reports.
- Regularly update our website, prepare and schedule social media posts.
- Support the Operations Manager with written contributions for commissioner and funder reports.
- Use basic design tools and web platforms to create content, flyers, posters etc (e.g., Canva, Microsoft publisher)

Administrative and other duties:

- Provide support to Operations Manager and other staff with administration tasks and I.T. issues where required.
- Conduct risk assessments where necessary.
- Maintain accurate records and details of work and projects, including partnerships, fundraising activities, communications, media coverage, service user feedback and case studies.
- Respond to emails, messages, and other correspondence in a timely and professional manner.
- Maintain regular contact with the Operations Manager and proactively engage in and contribute to staff meetings.
- Stay updated on best practices, research and media coverage in the field of acquired brain injury to ensure the organisation's services remain relevant and effective for service users.
- Carry out any other duties that may be specified from time to time by the Operations Manager or Board of Trustees.

Training and Development

- This is a varied role which is stimulating, challenging, and rewarding. There will be occasions when you must be prepared to undertake tasks which you may not be familiar with. A positive and committed approach to continued professional and personal development is essential, as is reflective practice.
- Fully engage in the supervision and appraisal process and attend mandatory training as required.
- Be proactive in identifying personal training and support needs and raise with Operations Manager in supervisions.

This is not intended to be an exhaustive or definitive list of responsibilities, and you may be required to carry out other duties as required.

N.B. COVID-19 considerations:

A robust risk management process is in place for any type of support you will be asked to deliver. PPE is provided where necessary. Regular LFT covid testing is no longer required. Please refer to our separate policies and risk assessments around COVID-19.

PERSON SPECIFICATION

ESSENTIAL	DESIRABLE
<p>Education and Qualifications</p> <p>Bachelor's degree in relevant field/ subject (e.g., social sciences, health psychology, business admin/ business development), or equivalent experience.</p>	<p>NVQ or equivalent in Health or Social Care.</p> <p>Project management qualification.</p>
<p>Experience</p> <p>Building relationships and communicating with a range of stakeholders.</p> <p>Working as part of a team.</p> <p>Managing own time effectively and efficiently.</p> <p>Experience of developing business orientated projects or initiatives.</p>	<p>Experience of working with people who have physical, emotional, or cognitive difficulties.</p> <p>Some experience of working with people with acquired brain injuries.</p> <p>Experience of working in a health/social care setting or in the charity sector.</p> <p>Experience of working with and/or supervising volunteers.</p>
<p>Skills, Knowledge, and Ability</p> <p>Excellent communication skills in both verbal and written English.</p> <p>Excellent IT, literacy, and numeracy skills</p> <p>Excellent organisational and planning skills, including time management.</p> <p>Good interpersonal skills.</p> <p>Ability to self-motivate, show initiative and work to goals and targets.</p> <p>Ability to problem solve, prioritise, and pay</p>	<p>Some knowledge of acquired brain injury and its effects.</p> <p>Some knowledge of person-centred treatment approaches, Personal Budgets and Direct Payments.</p> <p>Basic finance and budgeting skills.</p> <p>Knowledge of health and social care commissioning, Integrated care systems (ICS) and Integrated care boards (ICB).</p>

attention to detail.	
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Personal Attributes

Flexible attitude and approach to work, adaptable, and reliable.

Personally and professionally responsible.

A positive and committed approach to personal and professional development.

Willingness to travel across our geographical service area.

A commitment to equal opportunities and anti- discriminatory issues.

How to apply

We are happy to receive CV's but interested applicants will still need to complete and return an application form. If you would like further information about the role before applying, please don't hesitate to contact our Operations Manager, Carla Snell on 07985 412 133.

Headway Bath & District is an Equal Opportunities employer and welcomes applicants from all sections of the community. All offers of employment are subject to satisfactory references and enhanced DBS checks.