



## **Headway Thames Valley – the brain injury charity**

**Job Title:** Activity Services Coordinator

**Responsible to:** Office Manager/Board of Trustees

**Location:** Henley-on-Thames

### **Purpose of post**

The Activity Services Co-ordinator will report to the Office Manager day-to-day but will also report directly to the Board of Trustees. The post requires an enthusiastic, approachable and creative individual. The post holder will support the clients of Headway Thames Valley as well as coordinating a team of support workers to ensure an appropriate and effective service is delivered.

### **Main Duties - Activity Centre**

1. To work as an enthusiastic Brain Injury Activity Support Coordinator to lead and support clients of Headway Thames Valley in a variety of activities.
2. To be proactively involved in developing, planning and delivering activities for clients either individually or in groups.
3. To be knowledgeable, and to promote the needs of brain injured people, and to be involved in future developments of the service.
4. To ensure all activities are provided in such a way as to promote independence and enhance the client's quality of life.
5. Ensure that all support workers update client person files when required; ensuring accurate and appropriate records relating to service users personal, family and medical information, their programme of activity, review meetings, any changes to their circumstances and other information that is relevant to their attendance to the Group, in line with Data Protection Act guidelines.
6. The post holder will be responsible for the day to day running of the Activity Centre, managing a daily briefing ensuring that support workers and volunteers are aware of their responsibilities for the day. The briefing would also ensure that support workers and volunteers are aware of future activities and allocating preparatory work for such activities.
7. The post holder will be responsible for the managing the HTV provided client transport schedules and liaising with HTV staff as appropriate.
8. To approve annual leave, lieu time and mileage requests from support staff.
9. Foster good relationships with volunteers.
10. To ensure that the centre is running as efficiently and effectively, ensuring that all clients receive a positive and high level service at all times.
11. To organise activities away from the centre when appropriate e.g. outings, undertaking and recording necessary risk assessments and ensuring adequate supervision

12. Liaise with colleagues in statutory/voluntary services when necessary regarding service users.
13. To encourage service users to be actively involved in the planning and development of the service.

### **Main Duties – Clients**

1. To carry out a client centred assessment and risk assessments for all new referrals to the activity centre.
2. To identify the needs of individual clients attending Headway Thames Valley – and ensure all clients' personal files are kept up to date.
3. To be the first point of call for clients, families/carers.
4. To carry out annual client review meetings, record those details and distribute the minutes as appropriate.
5. Update database on a daily basis.
6. Ensure any incidents are reported appropriately.
7. Any matters that the post holder is unable to deal with are to be referred to the Office Manager.

### **Main Duties – General**

1. To ensure that Brunner Hall is kept in a suitable state of order and cleanliness
2. To abide by all Headway Thames Valley Policies and Procedures.
3. To abide specifically by the Confidentiality Policy. To undertake any additional duties as requested from time to time by the Board of Trustees.
4. Actively participate in conferences, seminars and external meetings (where appropriate) in order to promote the work of the charity and the interests of adults with acquired brain injury.
5. To attend mandatory training and meetings as required.
6. To be aware of Health & Safety and Welfare at work
7. To comply with all requirements of the Health and Safety at Work Act, Risk Management, COSHH regulations and standard Fire Precautions and other relevant legislation
8. To support the organisations fundraising events.
9. To provide support at HTV satellite centres from time to time as reasonably requested.

### **Minimum Requirements:**

#### Education and Training

- Good standard of education.
- Understanding of social model of disability.
- Experience working within a team.
- Experience of assisting or running activity groups.

## Motivation

- Commitment to undertake training to increase knowledge of ABI.
- A desire to help empower vulnerable people to have control and choice in their lives
- Commitment to advocating to support individual's rights.
- Commitment to develop new, creative and innovative resources and programmes for service users.
- Desire to provide a high level of quality in the work they do.
- Drive to improve their own abilities, knowledge and skills.
- Desire to remain responsive to the needs of the individuals as well as with working environment around them to ensure a safe supportive environment.
- Excellent service user focus;
- Strong planning and organising skills;
- Excellent team working and rapport building skills;
- Flexibility and self-motivation, with the ability to work on own initiative;

## Personal Qualities

- Willingness and enthusiasm to work in dynamic way
- Approachable and friendly with well-honed interpersonal skills
- Creative
- Flexible and responsive
- Responsible and hard working
- Excellent communication skills (oral and written)
- Honesty, confidentiality, integrity and reliability.

## Additional Abilities Desired

- Full driving licence (Minibus qualification additionally desirable)
- Knowledge of traumatic and acquired brain injury and the impact such injuries can have upon the individuals and their families.
- Additional computing skills beyond basic computer literacy.

**The job description is intended as a guide and may be subject to review and amendment in discussion with the post holder**

**Headway operates an Equal Opportunities Policy in employment, service provision and development activity.**