

 **JOB DESCRIPTION**

**Rehabilitation Coordinator**

**WORKING FROM:** Hybrid working. Must do Tuesday and Thursday 10am-3pm at our centre: New Headway House, North Road, Stoughton, Guildford, Surrey GU2 9PU and the remaining hours can be flexible to suit from home or at the centre.

**JOB PURPOSE:** The main purpose of the role is to provide extra rehabilitation cover to the Rehab Team and admin support. To process initial referrals and record details on the CRM.

After induction and training to do:

* Assessments, goal setting and monitoring of clients and families into our services.
* To undertake 1:1 support sessions with individuals who have a brain injury.
* To provide cover for holiday and sickness to the other Rehab Coordinators, or at the request of the CEO. To run the centre sessions on a Tuesday and Thursday 10am-3pm or cover 1:1 sessions, or Zoom coffee mornings, or Drop In session cover.

**RESPONSIBLE TO:** CEO or senior member of the team.

**CONTRACT:** 6 months (possible extension)

**HOURS PER WEEK:** 25-35 hours per week (depending on person)

**HOURS OF WORK:** Monday – Friday. This must include Tuesday and Thursday 10am-3pm at the Centre (10 hours). The remaining hours are flexible.

**HOLIDAY:** 25 days pro rata

**PROBATION:** 1 month

**SALARY:** £10-£11.20 per hour depending on experience

**RESPONSIBILITIES:** To follow the directions of the CEO to assist the Rehab Team to provide a range of professional high-standard person-centred professional services.

Provide extra admin and rehabilitation cover to the Rehab Team and record all actions/discussions on the CRM system Charitylog (training will be given).

To process initial referrals (telephone and email) and record on CRM.

To process all enquiries and action accordingly either instantly or allocate to other team members. To answer the telephone for clients, which is also a telephone helpline.

After induction and training, do:

* Assessments, goal setting and monitoring of clients and families into our services. Recording all details on CRM.
* To undertake 1:1 support sessions with individuals who have a brain injury, as directed.
* To provide cover for holiday and sickness to the other Rehab Coordinators, or at the request of the CEO and to run the centre sessions on a Tuesday and Thursday 10am-3pm or cover 1:1 sessions, or Zoom coffee mornings, or Drop In session cover.

* Helping clients to understand various forms and paperwork which they may receive, relating to their benefits, housing, medical appointments etc. To support them to reach their goals, to become as independent as possible, to reduce their feelings of isolation, help them gain meaningful daily activities with Headway Surrey and outside, with the possibility of returning to work, volunteering or study.

Attend staff and rehab team meetings as directed.

Work with the Rehab Team to develop new sessions and activities. Regular supervision with CEO or senior member of the team.

**INITIAL KEY TASKS** To undertake the basic induction program provided in-house. Which will include observing Headway Surrey’s range of services and sessions, brain injury training, CRM training and Zero suicide training (short online course).

**OTHER** Nopersonal care is undertaken. Clients who need this type of support will have a PA/carer in attendance when in a face-to-face setting.

Headway Surrey encourages continued personal development. Further relevant training will be encouraged if identified. Learning on-the-job is

also encouraged.

Headway Surrey is an equal opportunity employer. Employment is based solely on a person's merit, skills, experience and qualifications directly related to professional competence.  Applications from individuals are encouraged regardless of disability, age, sex, gender reassignment, sexual orientation, pregnancy and maternity, race, religion or belief and marriage and civil partnerships