

**Job Description**

**10th April 2019**

Job Title: Support and Development Worker – Northern region

Department: Services

Reports to: Services Co-ordinator

Salary: £24,000 - £25,170 pro rata (dependent on experience)

Nature: Part time 21 hours

Location: Home based in the Northern region

Post 1: Based in the Leeds area

Post 2: Based in the Newcastle/North East area

**Purpose of Job**

To deliver a high quality service to and facilitate opportunities for individuals with

Spina bifida and/or hydrocephalus and their families. To empower and enable members to lead healthy and happy lives through greater independence, better condition management and developing links to the Shine community across England.

**Core role**

Provide information to individuals and families affected by Spina Bifida and/or Hydrocephalus including those hard to reach communities living within the area.

To provide information to professionals working with those individuals and families affected by Spina Bifida and/or Hydrocephalus.

To provide advice, support and guidance to enable people with Spina Bifida and/or Hydrocephalus to access the right services for improved health and well-being, and to better co-ordinate their care and independence through a variety of methods, including attendance at clinics when required.

To refer individual members and/or their families to the most appropriate source of expertise and support in Shine’s Health team and other designated leads within the organisation, or signpost to external agencies as appropriate.

To develop age-specific groups and peer support networks which will provide opportunities for people with Spina Bifida and/or Hydrocephalus to connect and interact, enabling social opportunities and to share experiences, support and learn from each other.

To work with and develop opportunities for Shine volunteers.

To contribute to the delivery of regional and national programme of events to meet the needs of Shine’s membership, based on identified need and interests, geographical location and age.

To raise greater awareness of Spina Bifida and/or Hydrocephalus amongst professionals, external organisations and the general public through presentations, training and attendance at professional events.

To actively promote membership to Shine in ways agreed with the Line Manager.

To keep clear and accurate records for monitoring and evaluation.

Work with Regional Co-ordinators, Managers, Shine’s fundraising team and Shine’s membership to identify and seize potential fundraising opportunities for long-term sustainability of the work.

Prepare and keep up to date a directory of the network of contacts across the area.

To undertake administrative duties as required of the role.

Any other duties in line with the job role.

**Essential criteria**

* Ability to travel across the designated areas
* Flexible working hours, this may include some weekends
* Ability to work from home
* The ability to be motivated and work on your own initiative with lone working from home, whilst also travelling across the area and Region to be part of the wider dispersed Regional team.
* Full Enhanced DBS checks will be completed

**Experience and qualifications – essential**

* At least two years’ recent experience of delivering support and advice services
* Experience of working with people of all ages with disabilities
* At least two years’ experience of advising on one or more of the following:

Health and wellbeing; independence; benefits; education and learning; employment; developing friendships and social skills; reducing isolation

* Experience of developing and delivering opportunities to enable and empower people with disabilities to achieve their goals towards independence.

**Experience and Qualifications – desirable**

* Hold a qualification in a health, nursing, social care or disability related field
* Experience of working in the third sector in a paid or unpaid capacity

**Knowledge, skills and abilities – essential**

* Understanding of spina bifida and hydrocephalus and of the issues and challenges faced by people living with these conditions
* Ability to work with people individually and to facilitate and run group activities and events
* Excellent communication skills both verbally and written
* IT literate with a good knowledge of computer systems and programmes (eg Word, Excel, Google docs, PowerPoint) and use of databases
* A non-judgemental approach to working with people

**Knowledge, skills and abilities – desirable**

* Understanding of the role peer support has to play in enhancing services and support to members
* An awareness and understanding of how to use social media and its effectiveness in reducing social isolation