

### Job Description

Job title	Brain in Hand Specialist
Location	Home based
Division/Team	Service Delivery - Engagement Team
Reporting to	Regional Engagement Manager
Job Description	<p>A Brain in hand Specialist will provide remote <b>Specialist Support</b> to Brain in Hand Service Users to ensure that they get the best out of their use of Brain in Hand.</p> <p>This includes providing solution-focused and strength-based support to Service Users and their supporters, to enable them to thrive using Brain in Hand and to:</p> <ul style="list-style-type: none"> <li>• Identify barriers to achieving their goals</li> <li>• Build individual strategies to overcome difficulties</li> <li>• Set-up their Brain in Hand software</li> <li>• Input their strategies so they are available when they need them the most</li> <li>• Ensure they are aware of and using any software features that are appropriate</li> <li>• Use Brain in Hand collaboratively with their supporters</li> <li>• Review their usage and reflect on progress</li> <li>• Evolve their account as their needs and circumstances change</li> <li>• Keep up to date with new features and services.</li> </ul>
Key tasks within the role include but are not limited to:	<p>Work autonomously to engage with Service Users to book and deliver Specialist Support sessions</p> <p>Caseload manage your cohort of Service Users to ensure all receive set-up support and reviews in line with our operational procedures and Key Performance Indicators of best practice</p> <p>Administrate effectively to maintain accurate records in relation to engagement activity, session content delivered and risk assessment</p> <p>Regularly review the usage and engagement level of your Service Users to ensure proactive caseload prioritisation</p> <p>Work collaboratively with your Regional Engagement Manager to support your personal development as a Specialist</p> <p>Successful completion of the Specialist Induction Programme and completion of the required annual training and CPD to achieve and maintain your Specialist status</p>

	<p>Participate in bi-monthly or quarterly team meetings and updates (delivered remotely)</p> <p>Succesfully achieve and maintain the Key Performance Indicators associated with your role and monitored in line with our Quality Assurance processes</p> <p>Undertake other tasks as necessary for the performance of your role.</p>
<p><b>Essential Skills</b></p>	<ul style="list-style-type: none"> <li>● Required level of education is degree level, or equivalent, in associated sectors (see desirable experience, below)</li> <li>● Minimum work experience of three years supporting neurodivergent individuals</li> <li>● Professional or personal experience of supporting people with mental health difficulties, autism, Specific Learning Difficulties, Learning Disabilities or brain injury</li> <li>● An understanding of the impact hidden impairments may have on learning, confidence and independence</li> <li>● An understanding of person-centred working and solution-focused techniques</li> <li>● Experience in coaching / training / mentoring individuals</li> <li>● Patience and the ability to communicate and quickly build rapport with people, including those with anxiety or who might find communication difficult (online and in-person, as well as both written and verbally)</li> <li>● The ability to use initiative; to plan, manage and prioritise your own time and caseload, work to strict deadlines and see things through to completion</li> <li>● Excellent team working skills and the ability to coordinate external stakeholders (practitioners, supporters and family members)</li> <li>● An excellent phone manner and written communication skills (SMS text, email)</li> <li>● Attention to detail and accuracy</li> <li>● Confidence working with mobile technology – iOS and Android smartphones and tablet devices, downloading apps, internet and Wi-Fi connectivity on laptops / PCs / devices, cloud-based software, using Skype, etc.</li> <li>● Experience working with assistive technology or an understanding of the potential that AT has to change lives and to increase efficiency</li> <li>● Experience of working within General Data Protection Regulation (GDPR), safeguarding and lone working policy</li> </ul>

	<ul style="list-style-type: none"> <li>• A passion for improving peoples' lives.</li> </ul>
<p><b>Desirable Skills</b></p>	<p>Experience working with Service Users:</p> <ul style="list-style-type: none"> <li>• within occupational therapy, speech and language therapy, IAPT or mental health services, SEN provision, or social work (particularly transitions, learning disabilities or autism pathways)</li> <li>• within HE or FE student support (disability or mental health) or DSA funded provision (Specialist Mentoring or Specialist Study Skills)</li> <li>• working within job coaching, supported internships, supporting the delivery of Access to Work funded provision, or vocational rehabilitation.</li> </ul> <p>A good working knowledge of support and funding available within health and social care, education or workplace would be an advantage.</p>
<p><b>Additional Information</b></p>	<p>As sessions will be delivered remotely, you must provide your own computer (laptop/pc) with connection to a stable and suitably high speed internet connection, as well as your own mobile device upon which to make calls / texts. We will provide access to software as necessary to undertake your role.</p> <p>This is a contractual arrangement with Brain in Hand as a Specialist; you will be working on an 'as and when' basis. Caseload size and frequency of work may vary seasonally.</p> <ul style="list-style-type: none"> <li>• <b>Hourly rate</b> is paid for the delivery of face-to-face sessions with service users (all sessions will be delivered remotely via video-link) or CPD/training/meetings as required by Brain in Hand</li> <li>• <b>Daily rate</b> is paid on occasions where you are expected to be available for a full day (e.g. or CPD/training/meetings as required by Brain in Hand).</li> </ul> <p>Brain in Hand will automatically enrol you in a pension scheme, make deductions for income tax and national insurance, and pay Statutory Sick Pay (SSP) / Statutory Maternity Pay (SMP) as appropriate.</p> <p>To achieve and maintain your Brain in Hand Specialist status you must:</p> <ul style="list-style-type: none"> <li>• Satisfactorily complete the Specialist Induction programme (see below)</li> <li>• Hold a satisfactory and up to date Enhanced Disclosure and Barring Service (DBS) Certificate at all times</li> <li>• Complete a conflict of interest declaration, as well as update it annually and if any new conflicts arise</li> <li>• Successfully complete online mandatory training at induction and then annually-biannually thereafter (e.g. Professional Boundaries; Health &amp; Safety, including Lone Working; Equality, Diversity and Disability Awareness)</li> </ul>

	<ul style="list-style-type: none"> <li>• Complete and demonstrate a minimum of 10 hours of Continuing Professional Development (CPD) annually; at least 6 hours of which must be undertaken with Brain in Hand - any remaining hours of CPD should be completed at your own expense and outside your working hours.</li> <li>• Participate in bi-monthly or quarterly team meetings and updates (delivered remotely)</li> <li>• Successfully achieve and maintain the Key Performance Indicators associated with your role and monitored in line with our Quality Assurance processes.</li> </ul> <p>To satisfactorily complete the Specialist Induction Programme you must:</p> <ul style="list-style-type: none"> <li>• Attend and successfully complete the two-day Specialist induction modules (delivered remotely and paid at the day rate) and achieve the associated learning outcomes</li> <li>• Successfully demonstrate practical learning outcomes within a BiH software account</li> <li>• Observe a more experienced Specialist deliver at least one Personal Planning session with a Service User and reflect</li> <li>• Successfully demonstrate practical learning outcomes in a practice session</li> <li>• Be observed by a Regional Engagement Manager for at least two session(s) and successfully demonstrate the learning outcomes in practice.</li> </ul>
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This is a description of the job as it is presently stands and it will be reviewed periodically and updated to ensure it fully reflects the duties of the job.