

Job Description

Job title	Regional Engagement Specialist
Location	Homebased. Regional and some national travel will be required to support client events and to facilitate training (once COVID restrictions are lifted)
Division/Team	Service Delivery - Engagement Department
Reporting to	Regional Engagement Manager
<b>Job Description</b>	<p>A Regional Engagement Specialist's primary role is to provide solution-focussed and strength-based support to Brain in Hand service users and their supporters, to enable them to thrive using Brain in Hand.</p> <p>A motivated individual with the skills to support a caseload of BiH users 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>• use Brain in Hand collaboratively with their supporters.</li> </ul> <p>In addition, Regional Engagement Specialists will have a key area of responsibility within the customer engagement process; providing both proactive and responsive user caseload management support to the business in relation to our Brain in Hand customers at delivery settings (primarily universities) within their region.</p>
<b>Key tasks within the role include but are not limited to:</b>	<ul style="list-style-type: none"> <li>• Achieve and maintain approved Brain in hand Specialist status providing specialist support to BIH users across your region (full training will be provided)</li> <li>• Provide regular feedback on usage and user evaluation for each case, to enable caseload prioritisation, user support and personal development</li> <li>• Caseload management activity, such as ensuring the fulfilment of all licence subscriptions and Specialist Support hours recommended for Bih users within the region</li> <li>• Additional administrative or engagement activity as needed by the Regional Engagement Manager.</li> </ul>

	<ul style="list-style-type: none"> <li>● Engaging with Brain in Hand supporters to offer additional support and deliver training around getting the most from Brain in Hand</li> <li>● Support the Service Delivery Team with contacting users as part of engagement projects (such as renewal projects).</li> </ul> <p>In addition, you may:</p> <ul style="list-style-type: none"> <li>● Provide support to Regional Engagement Managers with the induction of new Specialists</li> <li>● Liaise with the wider Service Delivery team to ensure feedback from users and practitioners communicated and acted upon</li> <li>● Build regional relationships in order to facilitate the engagement with BiH service users and their supporters across a variety of settings, including universities, FE colleges, Local Authority Social Care settings, Mental Health settings and children’s services.</li> <li>● Contribute to the continuous improvement of our Service Delivery processes, in particular the ways in which we engage and communicate with our service users and their supporters.</li> </ul>
<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</li> <li>● Minimum work experience of three years supporting 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>● 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> </ul>

	<ul style="list-style-type: none"> <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>● 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> <li>● A passion for improving peoples' lives.</li> </ul>
<p><b>Desirable Skills</b></p>	<ul style="list-style-type: none"> <li>● An understanding of support and funding available within health and social care, education or workplace</li> <li>● Experience of remote working; working from home / being field-based, or managing a dispersed caseload</li> <li>● The ability to use initiative; to plan, manage and prioritise your own time, work to strict deadlines and see things through to completion</li> <li>● An understanding of the impact hidden impairments may have on learning, confidence and independence</li> <li>● The ability to shape and promote your own ideas</li> <li>● Excellent team working skills</li> </ul>

Received by (name):

Signature:

Date:

**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.**