

Job title	Regional Engagement Specialist
Department	Service Delivery
Line Manager	Development Manager (HE and Workplace)
Job Purpose	<p>A Regional Engagement Specialist's primary role is to build relationships with practitioners working with our Brain in Hand student users; to encourage appropriate referrals for Brain in Hand from needs assessors / needs assessment centres, and to provide training and support to embed best practice within universities, colleges and non-medical help support providers. In addition, Regional Engagement Specialists will have a key area of responsibility within the customer engagement process; providing both proactive and responsive student caseload management support to the business in relation to our Brain in Hand customers at delivery settings (primarily universities) within their region.</p>
Key tasks within the role include but are not limited to:	<p>Working with the Development manager to build relationships with practitioners through:</p> <ul style="list-style-type: none"> ● Engaging with practitioners who may recommend Brain in Hand to offer support and deliver training around the referral process ● Engaging with practitioners who may work with Brain in Hand users to offer support and deliver training around getting the most from Brain in Hand ● Providing support and delivering training through a mixture of workshops, webinars, promotional events, calls and emails; to best suit the needs of the client ● Providing system and process support to client sites, such as the creation and promotion of university-specific templates or the development and promotion of referral pathways ● Caseload management activity, such as ensuring the fulfilment of all licence subscriptions and Specialist Support hours recommended for students within the region ● Being the point of contact for all best-practice enquiries from practitioners within your region ● Additional administrative or engagement activity as needed by the Development Manager. <p>In addition, you may:</p> <ul style="list-style-type: none"> ● Provide support to Senior Specialists with the induction of new Specialists ● Provide implementation support to the Development Manager to support HE group licence project delivery

	<ul style="list-style-type: none"> ● Liaise with the wider Service Delivery team to ensure feedback from users and practitioners communicated and acted upon ● Provide project support to the Programme Team with the delivery of group-licence implementations ● 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.
<p>Essential Skills</p>	<p>There is no minimum level of education or qualification required for this role, but candidates must have:</p> <ul style="list-style-type: none"> ● Commercial awareness, with a customer-focused outlook ● Confidence and enthusiasm presenting, and delivering or facilitating training or webinars with both groups and individuals ● Professional or personal experience of communicating with and supporting people with mental health difficulties, autism, Specific Learning Difficulties, Learning Disabilities or brain injury ● An understanding of person-centred working and solutionfocused techniques ● Experience in coaching / training / mentoring individuals ● An excellent phone manner and written communication skills (SMS text, email) ● The ability to use initiative; to plan, manage and prioritise your own time, work to strict deadlines and see things through to completion
<p>Desirable Skills</p>	<ul style="list-style-type: none"> ● An understanding of support and funding available within health and social care, education or workplace ● Experience of remote working; working from home / being field-based, or managing a dispersed caseload ● Patience and the ability to communicate and quickly build rapport with people, including those with anxiety or who might find communication difficult (both written and verbally) ● 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. ● Some experience of working with assistive technology or an understanding of the potential that AT has to change lives and to increase efficiency ● An understanding of the impact hidden impairments may have on learning, confidence and independence ● The ability to shape and promote your own ideas ● Excellent team working skills and the ability to coordinate others.