

Job title	Brain in Hand Specialist
Location	Field-based, various locations UK-wide
Division / Team	Service Delivery
Reporting to	Regional Engagement Manager
Contract terms	Self-employed, hourly rate Caseload size and frequency may vary seasonally and will also be dependent upon location and local client need. £35 per hour; day rates for project work Travel expenses paid in excess of 50 miles or 60 mins one way.
Closing date	N.B. Successful applicants will be expected to attend the Specialists' Induction course which will be run remotely over 3 days.
Apply	Application forms can be downloaded from: https://braininhand.co.uk/careers/ Applications should be uploaded to our recruitment portal via the link detailed in the vacancy advertisement.
Company Profile	<p>Brain in Hand is a dynamic and rapidly growing technology company with a mission to transform the lives of people with autism, mental health difficulties and neurological conditions using cloud-based software, high quality in-person and remote specialist support.</p> <p>At Brain in Hand we are passionate about the power of technology to transform lives and services. Our Service Delivery team is responsible for ensuring that our customers have a first-class experience, from their initial enquiry about our services to being established Brain in hand users. The team deals with requests for information, orders and purchases, liaises with family members and support organisations and coordinates the set up and delivery of the ongoing specialist support for Brain in Hand users.</p> <p>Our users access Brain in Hand via a range of funding streams including Education Health & Care Plans, Disabled Students' Allowance, Access to Work Grants, private purchase. Some are provided with Brain in Hand via their local authority, health or social care support services.</p> <p>You will be joining a highly skilled and motivated team who, whilst sharing a number of core accountabilities, each have specific areas of expertise and additional responsibilities.</p>

<p>Job Description</p>	<p>A Brain in Hand Specialists' 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>We are interested to hear from outstanding, motivated individuals with the skills to support a caseload to:</p> <ul style="list-style-type: none"> ▪ identify barriers to achieving their goals ▪ build individual strategies to overcome difficulties ▪ set-up their Brain in Hand software ▪ input their strategies so they are available when they need them the most ▪ use Brain in Hand collaboratively with their supporters. <p>Sessions may be delivered remotely, in users' own home or at their place of work, education or support.</p>
<p>Becoming a Brain in Hand Specialist</p>	<p>Achieving an Approved Brain in Hand Specialist status will involve:</p> <ul style="list-style-type: none"> ▪ The successful completion of the Specialist induction modules and achievement of the learning outcomes – the Induction programme is made up of a precourse self-study pack, 3 day course remotely delivered by our training team, with final assessments of both written and observed practice. ▪ Demonstrating previous CPD accredited training in: professional boundaries, safeguarding, disability awareness, lone working, data protection and confidentiality (if there are gaps in training or evidence cannot be produced prior to beginning the Specialists Induction course we will provide suitable online options for you to attain). ▪ Shadowing of a Regional Engagement Manager for at least 1 session ▪ Successful demonstration of learning outcomes in a role-play scenario ▪ Observation by a Regional Engagement Manager for at least two session(s) and successful demonstration of the learning outcomes in practice. <p>After which we will refer Brain in Hand users to you to build your own caseload within your preferred geography and may also invite you to support project work within Brain in Hand implementations locally or nationally.</p> <p>Brain in Hand will work collaboratively with all Approved Specialists in order to ensure a high quality of service provision to the Brain in Hand user. You will be mentored by a Regional Engagement Manager and we will:</p> <ul style="list-style-type: none"> ▪ Run free quarterly to bimonthly skills updates (via webinars) and provide a library of pre-recorded resources to ensure continuing professional development – attendance / completion of quarterly learning outcomes will be required to maintain your 'Approved' Specialist Status

	<ul style="list-style-type: none"> ▪ Provide regular feedback on usage and user evaluation for each case, to enable caseload prioritisation, user support and personal development <p>New Approved Specialists will be audited against Key Performance Indicators (KPIs) associated with the role monthly for the first 3-6 months, and then quarterly on an ongoing basis. Failure to meet KPIs will result in a supported improvement plan in the first instance, but the potential removal of the Approved Specialist status if not rectified.</p>
<p>Essential Skills</p>	<p>Brain in Hand Specialists must have:</p> <ul style="list-style-type: none"> ▪ Professional or personal experience of supporting people with mental health difficulties, autism, Specific Learning Difficulties, Learning Disabilities or brain injury ▪ an understanding of the impact hidden impairments may have on learning, confidence and independence ▪ an understanding of person-centred working and solution-focused techniques ▪ experience in coaching / training / mentoring individuals ▪ 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) ▪ 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 ▪ excellent team working skills and the ability to coordinate external stakeholders (practitioners, supporters and family members) ▪ an excellent phone manner and written communication skills (SMS text, email) ▪ attention to detail and accuracy ▪ 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. ▪ working with assistive technology or an understanding of the potential that AT has to change lives and to increase efficiency ▪ experience of working within General Data Protection Regulation (GDPR), safeguarding and lone working policy ▪ A passion for improving peoples' lives.
<p>Desirable Experience</p>	<p>We would welcome applications from those with experience:</p> <ul style="list-style-type: none"> ▪ within occupational therapy, speech and language therapy, IAPT or mental health services, SEN provision, social work (particularly transitions, learning disabilities or autism pathways), or vocational rehabilitation

	<ul style="list-style-type: none"> ▪ working within HE or FE student support (disability or mental health) or DSA funded provision (Specialist Mentoring or Specialist Study Skills) ▪ working within job coaching, supported internships or supporting the delivery of Access to Work funded provision <p>A good working knowledge of support and funding available within health and social care, education or workplace would be an advantage.</p>
<p>Additional Information</p>	<p>This is a customer-facing role and you will be engaging with vulnerable service users and their personal information; therefore an enhanced DBS check will be required prior to independent working.</p> <p>This is a field-based position and as such it a requirement of this role that you have your own transport (or good links to public transport in London / larger city locations).</p> <p>A significant proportion of the sessions may be delivered remotely and so a stable suitably high speed internet connection is essential.</p> <p>This is a self-employed role and you will be responsible for your own income tax, national insurance contributions and any necessary disclosures and annual assessments to HMRC.</p> <p>Due to our continuing and rapid company expansion we are looking for a number of self-motivated, enthusiastic and customer-focussed people to support the engagement of our customers. Please visit https://braininhand.co.uk/careers/ for details of other roles being advertised within the team.</p>