

**JOB DESCRIPTION**

**JOB TITLE: ABI LINK WORKER**

**HOURS :** 20 hours a week

**SALARY:** £12.50ph

**PENSION:** 3% contributory pension

**HOLIDAYS** 25 days holiday pro rata per annum in addition to public holidays.

**LOCATION:** Flexible either based at Headway Surrey’s centre in Guildford or working remotely.

**PROBATION:** 6 months

**TRANSPORT:** Car mileage allowance for travel in connection with work

**RESPONSIBLE TO:** CEO

**JOB PURPOSE:** The ABI Link Workers play a key role in achieving Headway Surrey’s objectives by supporting the charity to achieve its vision and mission:

**Vision** - To be known as the go to place for acquired brain injury in Surrey. Supporting people in Surrey from all circumstances with traumatic and acquired brain injury, their carers and families, support to improve their quality of life by optimising recovery and maximising independence.

**Mission** – Headway Surrey supports people with head injuries, their families and carers, and promotes understanding of the implications of head injury throughout Surrey.

The ABI Link Worker will work alongside another part-time ABI Link Worker, creating a small team to ensure the conversion of enquiries into clients, and linking with hospitals, adult social care and others. It is a varied role.

**ROLE OVERVIEW The key areas of responsibility include:**

The main purpose of the ABI Link Workers’ roles are to be the focal points to help link and develop pathways into Headway Surrey’s services and to increase the number of clients.

The new ABI Link Worker will work with the existing ABI Link Worker to continue to develop and maintain links and working partnerships across a range of service providers and professionals. This will include being responsible for developing a working strategy with the CEO and other ABI Link Worker to improve client pathway and effectiveness of the ABI Link Workers’ interactions across the county. This includes, but is not limited to:

* survivors, families, friends, work colleagues, employers, Surrey health and medical professionals, Surrey County Council Adult Social Care (11 locality teams), St George’s Hospital Tooting, Surrey hospitals (including: Royal Surrey County Hospital, Frimley Park, Ashford & St Peters, Epsom, East Surrey, Ashford), outpatients departments, neurology, stroke units, OT and physiotherapy departments, GPs, health centres and similar.

To develop effective communication with the targets above by professional talks either face to face or online, email updates to staff groups/teams, inserts into staff magazines, updates at forums, hospital posters etc.

To develop and maintain a presence in relevant hospitals to enable patients, families and staff to become aware of Headway Surrey’s services and facilitate referrals or self-referrals. To be on site for a number of hours on a regular basis, speaking with and advising people, plus using laptop for admin purposes when enquiries are quiet.

To ensure all contacts and enquiries are recorded and actioned correctly on the CRM.

To use the CRM to create monthly reports and KPI details for the CEO of actions and patient conversion to clients. To track the effectiveness of ABI Link workers activities and use this information to develop pathways and future strategies.

To produce suitable posters/flyers for hospitals etc.

Direct liaison with companies/solicitors for pro bono leaflet printing and donations towards services.

To work with a Rehab Coordinators if there is a longer presentation/training being given to a select group. To deliver this either in person or online.

To attend a 30-minute staff meetings once a week or alternate weeks.

To inform the CEO of any potential opportunities for new or improved services or fundraising opportunities.

To undertake any reasonable tasks as required for the service as requested by the CEO.

The successful applicant must have a clean driving licence and access to a car, as there will be a need to travel and transport awareness materials to hospitals. Mileage to meetings will be reimbursed with prior consent with CEO at 45p per mile.

A laptop will be provided if you do not have one that you prefer to use.

Please send your CV and a covering statement highlighting your specific achievements, work or volunteer experience that relate to the advertised role and why you would be the best person for the job. Send to [sonja@headwaysurrey.org](mailto:sonja@headwaysurrey.org)

Closing date 1st December