



SUPPORT NETWORK COORDINATOR (NORTH EAST AND YORKSHIRE)

We're looking for person affected by SCI to deliver, maintain and expand the support services available to people with SCI and their families across the North East and Yorkshire.

An introduction from the CEO

Dear candidate,

Thank you for your interest in joining this special charity with its vital role and unique culture. I hope that you find the following information useful in supporting your decision to apply.

The Spinal Injuries Association is committed to a singular vision: a fulfilled life for everyone affected by spinal cord injury. Everyone has a right to live a fulfilled life and that means the life they choose, a life that has the same opportunities as everyone else. We are the expert, guiding, voice for life after spinal cord injury.

We're the leading national charity supporting individuals who sustain damage to the spinal cord resulting in paralysis. We are a dedicated organisation providing high-impact, quality services for people with spinal cord injury and their families. All of our work is based on the personal experiences of our members.

Being a user-led organisation is important to us; more than 11,200 of our members, almost half of our staff and the majority of our trustees live with spinal cord injury.

You'll be joining the charity at a pivotal time in our development journey. Our passionate team are driving forward ambitious plans set out in a new 2030 strategy, to build on our success and achieve greater impact.

This post will play a critical role in achieving our ambitions.

We hope that the role inspires you and look forward to receiving your application.



Nik Hartley OBE

About us

SIA is the expert voice and leading source of information and advice for people affected by spinal cord injury (SCI). For nearly 50 years, we've been supporting people with spinal cord injury and representing the wider SCI community to government and other decision-makers.

Our Vision is

A fulfilled life for everyone affected by spinal cord injury

Our Purpose is to be

The expert, guiding voice for life after spinal cord injury

OUR GOALS

In 2023 we launched a new seven-year strategy, based around achieving three key goals:

- 1: A health and care system that works for people with spinal cord injury people
- 2: Double the number of SIA members accessing all the support and advocacy they need
- 3: A UK government and public championing our cause

OUR APPROACH (to achieve our goals)

- Provide critical health and care support for all people with SCI
 - Coordinate a network of support services nationwide
- Build vital specialist health & care expertise across the sector
 - Campaign for change

OUR VALUES (guiding everything we do)

- We will be Compassionate ...in our response to everyone who comes to us for help.
- We will be Inclusive ...not just in who we support and who works for us, but how we work.
- We will be Courageous ...bringing our passion, knowledge, skills and commitment to everything we do.
- And we will be Collaborative ...forging an ever-stronger movement of people and organisations.

[SIA website](#)

[Impact Report 2023](#)

[SIA Strategy 2030](#)

OUR KEY ACHIEVEMENTS 2022/23

Membership of nearly 16,500  **up by 12.8%**

with a record 1,340 new people with spinal cord injury seeking our support 

"SIA have always been a source of reassurance, advice and support with all my enquiries. Cannot recommend them enough."

Relative/friend of person with spinal cord injury

More than 1,400  enquiries to our support line 

"The NHS are too busy and waiting times for non-urgent care are too long to be effective. The service provided by the SIA has been essential to me."

Person with spinal cord injury

Around 120  **community group sessions**

run for people with spinal cord injury in their own communities by our support network team

More than 1,600  **up 13.9%**

support sessions delivered to meet the practical and emotional needs of people with spinal cord injury 

Nearly 100  **people with spinal cord injury**

supported through our counselling service

Over 97,700  **engagements on our social media channels with more than 3,660 new followers**

"Brilliant website and so useful to be able to seek advice from professionals relating to such a specialist subject."

Healthcare professional

Almost 750  **up 59%**

healthcare professionals received training and education from our clinical specialist team 

"You give me strength and help me believe in myself. So very grateful to have access to all SIA services. Everyone is amazing."

Person with spinal cord injury

 **Over 110** **emergency care plans (ECPs) created** giving people with spinal cord injury greater confidence their unique medical needs would be met if they were admitted to hospital

More than 127,000  **visits to our website**

Almost 600  **responses to our sector-leading 'What Matters?' survey**

"Essential practical, medical and emotional support for the injured person and family. You really changed the outcomes for the better. Thank you all so much."

Person with spinal cord injury

"I now have the confidence to improve my routine and know I can get back in touch if I need more help. I really didn't know who to speak to about my difficulties, so I just put up with everything. You have made such a massive difference to me."

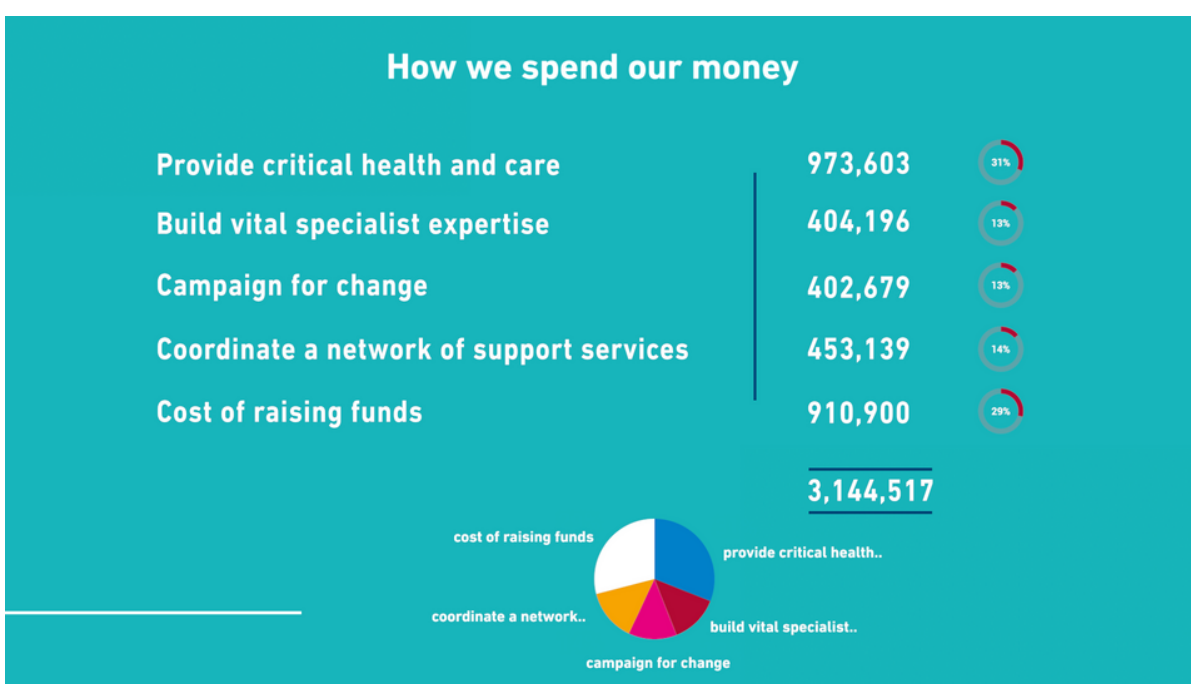
Person with spinal cord injury

Over 750  **referrals to our spinal cord injury clinical specialist service**

BBC Breakfast News, Channel 5 News, the Daily Express and Daily Telegraph – just some of the places our stories appeared over the year

What we do with our money

We are enormously grateful to everyone who supports us throughout the year. Here is what we do with our money:



From 2022/23 financial year

Role requirements

Do you share our passion for ensuring everyone affected by spinal cord injury (SCI) can lead a fulfilled life? Have you been personally affected by spinal cord injury? Then this is the job for you.

Each of the Support Network Coordinators have the responsibility for delivering, maintaining, and expanding the support services available to people with SCI and their families in their region of the UK. The post coordinates two vital parallel strands:

- In your region, to reach and support newly injured people, those who have been living with spinal cord injury longer term, their friends and families:
 - developing a strong partnership with all available specialist services, charity and business partners; managing a dedicated team of volunteers as well as providing direct support to people with SCI with more complex support needs.
- Nationally, working to facilitate the link between people with SCI and SIA and partner services:
 - Referring people with SCI and their families to our clinical/ health expert support teams and advocacy services; working with the Digital Engagement team to build on-line links to regional partners in your area; supporting fundraising, campaigns and communications.

Role Requirements

This is the job for you if you're good at:

- Building strong relationships – you'll be talking to everyone from people with SCI and their families, to healthcare professionals, solicitors and partners who deliver key services
- Identifying opportunities – to expand SIA's portfolio of services, we'll need your knowledge of organisations and individuals that provide services to those affected by spinal cord injury
- Engaging people – whether it's service users or your team of volunteers, the success of our work relies on you being able to keep people engaged with what we're doing
- Being organised – managing your own diary, keeping in touch with your contacts, ensuring your volunteers are being utilised effectively, providing support to those in greatest need, referring to internal & external service providers and keeping records of the support SIA is delivering
- Providing life-changing support to those that need it most – you'll be facing up to the most difficult challenges our service users face
- Making the ask – whether it's growing the fundraising activities that underpin the charity, securing the use of a venue for a support group meeting, or ensuring healthcare professionals are promoting our services

Key responsibilities

Your typical week will involve

- Working with a team of volunteers to locate, identify and build support plans for people with SCI and their families
- Developing and engaging a portfolio of high-quality service providers, support groups, charities and supporters
- Building case-studies and reporting impact across service-related activities for monitoring & evaluating and for advocacy, campaigns, fundraising and communications purposes
- Working with your fellow Coordinators as well as the fundraising, communications, campaigning and advocacy teams to ensure SIA has an integrated and coordinated approach to all aspects of the work
- Undertaking relevant statutory and personal development training to make you the best version of you
- Establishing links with healthcare professionals and maintaining regular contact.

Reporting & Line Management

- Report to the Support Network Manager on all aspects of the post, engaging in line management supervision and annual performance appraisals when required.
- Assist the Support Network team to maintain and develop quality service provision in line with the organisation's business and strategic plans.
- Maintain records of service-related activity (including that of volunteers) for monitoring, evaluation, and development purposes, providing written reports, statistics and information as and when required using the CRM.
- Undertake relevant statutory and personal development training necessary to the achievement of agreed targets.
- Participate in, and actively contribute to, departmental meetings, sharing information with colleagues within own team and across departments to ensure an integrated and coordinated approach to all SIA stakeholders.
- Work in a flexible way when the occasion arises so that tasks not specifically covered in the job description are undertaken.

Person specification

Knowledge & Experience	Essential	Desirable
Living with or experience of spinal cord injury	x	
Experience of providing support to people with spinal cord injury		x
Experience of working in the voluntary sector		x
Knowledge of the NHS pathway of care for people with spinal cord injuries		x
Knowledge and practice of collating personal information in line with Data Protection legislation		x
Skills		
Willingness to be proactive in the job and act on own initiative where appropriate	x	
Ability to be flexible in the work undertaken	x	
Ability to communicate effectively at all levels, both verbally and in writing	x	
Ability to empathise with those experiencing difficulties or distress	x	
Have a high degree of integrity, tact and diplomacy	x	
Good level of computer literacy, e.g. MS Office	x	
General		
Ability to travel throughout the designated area on a regular basis and to other locations on an occasional basis	x	
Has access to own vehicle and able to use this for business purposes	x	

Salary, hours and benefits

- Salary: £27,342 per annum (FTE £34,178)
- Contract: Permanent
- Hours: 28 hours per week
- Annual leave: 28 days per holiday year plus bank holidays, increasing to 30 days after two years of service (pro-rated for part time employees)
- Access to Group pension scheme (6% employer contribution)
- Access to Group life assurance scheme
- Access to Healthcare cash plan
- Access to Employee assistance programme (EAP)
- Employee volunteer days
- Discounted gym membership at many top gyms across the country
- Free car parking at SIA House
- £500 personal training & development budget for all staff and ongoing support for CPD & professional qualifications where applicable.

Application process

At SIA, we value diversity. We are committed to providing an inclusive and supportive environment as we believe diversity fosters a more innovative, creative, and caring culture. We are striving to create a culture that fully represents all the communities we serve. We are an equal opportunity employer, and all applicants will be considered for employment regardless of race, age, ethnicity, religion, sexual orientation, gender, gender identity, family or parental status, or disability status. Disabled candidates who meet the standard job criteria will be offered a guaranteed interview.

For more information about the role please contact Gary Dawson, Support network manager, g.dawson@spinal.co.uk

In order to apply, please click [here](#). You will need to upload:

- Your CV.
- A cover letter outlining how your skills and experience match the job specification.

CVs without a cover letter will not be accepted.

Closing Date: 2 May 2024

Interviews: 7 May 2024, online via Microsoft Teams.