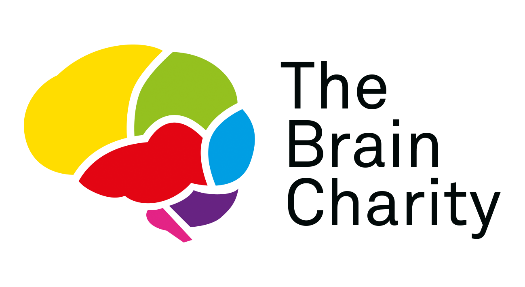
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**Job Description**

**Job Title:** Hospital Engagement Officer

**Salary:** £27,985

**Contract:** Permanent

**Base:** The Walton Center (Main), Norton Street and Various Merseyside Hospitals (when required)

**Hours:** 37.5hrs per week

**Start:** ASAP

**Responsible to:** Head of Services & Projects

**Background to The Brain Charity**

Life for any of us can change in an instant. Experiencing a road traffic accident, a major stroke or being diagnosed with dementia can happen completely unexpectedly and can change our lives forever.

There are hundreds of different neurological conditions including stroke, brain tumour, brain injury, Alzheimer’s and many rarer ones too.

The Brain Charity offers emotional support, practical help and social activities to anyone with a neurological condition and to their family, friends and carers.

**Role summary**

We are seeking a proactive, motivated and outgoing Hospital Engagement Officer to represent The Brain Charity within The Walton Center, the UK’s leading Neurology/Neurosurgery Hospital.

Medical professionals often find themselves facing non-clinical questions from patients and their loved ones who do not know where to turn for guidance when asking themselves ‘*what next?*’. Based within the hospital setting, you will support patients and hospital services by providing advice and guidance to patients around non-clinical issues, at the time it is needed most. By providing urgent advice at their bedside, you will contribute to a holistic approach to neurological care, which not only addresses a medical need, but looks at the wider practical, emotional and social needs of the person, as the individual they are. You will be based directly on acute wards and in clinics to identify in-patients who would benefit from engaging with the valuable services we offer.

Additionally, you will engage with NHS staff to promote the service, deliver presentations and contribute to staff training programs.

**Key Tasks and Responsibilities:**

* **Patient Support:** Provide immediate, initial advice to patients/families with neurological conditions within acute hospital settings, with the view to referring those with more long-term casework requirements to internal Brain Charity Caseworkers or signposting to other organisations.
* **Non-Medical Support Identification:** Recognize that NHS professionals may not have the answers to non-medical questions, and step in to provide the necessary advice. Identify and offer advice relating to non-clinical needs that patients may have during their hospital stay. This can include topics such as financial assistance, social care, legal services, community support and housing support.
* **Legal Needs Identification:** Assess and identify any legal needs a patient or their family may have, such as issues related to wills, power of attorney, disability rights, or personal injury.
* **Information Provision:** Offer clear, accurate, and accessible information to patients and their families regarding available support services. This will include supporting with the development of letter templates, checklists and other handouts
* **Emotional Support:** Provide empathetic listening and emotional support to patients and their families.
* **Staff Education and Awareness:** Work closely with NHS staff to raise awareness of The Brain Charity's services. Foster strong relationships with healthcare professionals to ensure collaborative and holistic patient care.
* **Presentations:** Develop and deliver presentations to hospital staff, including doctors, nurses, and administrative personnel, on topics related to patient care and the resources offered by The Brain Charity.
* **Record Keeping:** Maintain detailed and confidential records of patient interactions and support provided, ensuring compliance with hospital policies and data protection regulations.

**Other**

* Take responsibility for being up to date with the charity’s current policies and procedures and to adhere to these.
* Actively support promotional and fundraising events for The Brain Charity, attending a minimum of 1 fundraising or client-focussed event over the course of a year.
* Carry out any other reasonable tasks which may be required by the charity from time to time.

**Working Conditions**

* Hospital facilities can be spread out geographically over a large site. Officers will be expected to attend various wards/buildings across their allocated location throughout their day. Officers must be able to meet the physical demands of various trips of several hundred meters between site spaces, multiple times a day. Hospital sites are fully accessible to wheelchairs, and lifts are available, however this can still be physically challenging.
* Clients can often need urgent advice, and the nature of the work can be varied and unpredictable. Officers will critically triage enquiries and plan their own time accordingly. They must offer the most appropriate service for a client's level of need, whilst remaining within their role requirements and signposting to additional Brain Charity support systems/external providers where necessary.
* Officers must be ready to support clients emotionally through traumatic circumstances, often at short notice and with little information beforehand.
* By nature, hospital spaces are fast paced, loud, and emotionally charged environments which can be challenging to work in. Officers must be comfortable working to a high standard within this environment.
* It is not possible to know the answers to all client questions at the time they arise due to the combination of complex conditions and their own personal circumstances. Officers need to be able to quickly research when these knowledge gaps arise.
* Hospital staff turnover can be high. Hospital Engagement Officers will need to be comfortable meeting new people regularly and have a persistent and tenacious attitude towards advocating the value of The Brain Charity services.
* Patients with traumatic brain injuries can be challenging to work with at times. During the recovery process clients are often confused, can experience mood swings, and present with difficult behaviour. Officers must be able to approach all clients with empathy and patience.

**Person Specification**

|  |  |  |
| --- | --- | --- |
| **Area** | **Detail of requirements** | **Essential / Desirable** |
| Qualifications | Educated to CSE/GCSE level or equivalent.  A-levels and/or relevant vocational qualifications.  Degree or equivalent in relevant area. | E  D  D |
| Skills & abilities | Good organisational skills.  Basic I.T. skills.  Accurate record keeping and report writing.  Good presentation skills | E  E  E  E |
| Personal attributes | Confident, outgoing and tenacious.  Strong communication and people skills.  Ability to communicate with people from a wide range of backgrounds and with a wide range of abilities.  Personable and empathic.  Willingness to work outside normal office hours on occasion.  Commitment to equal opportunities.  Resilient and resourceful. | E  E  E  E  E  E  E |
| Knowledge & Experience | Experience of working with people who have a disability and or a neurological condition.  Knowledge of the social / health care sector.  Experience of organising training sessions and delivering presentations.  Experience of working with health, social, or legal services. | D  E  D  D |
| Other | Satisfactory completion of an enhanced DBS Check  Commitment to the Mission and Values of The Brain Charity | E  E |

**Our mission & values**

**Our mission**

Our mission is to enable all those affected by neurological conditions to live longer, healthier, happier lives.

We will fight together for an inclusive and just society: a world where stigma, hardship and isolation are replaced by compassion and understanding.

**Our values**

The Brain Charity strives to apply the following values in its work:

**Kindness**

We genuinely welcome everyone to our charity and believe that each person has a unique talent and the ability to make the world a better place.

**Commitment**

We will travel side by side with everyone throughout their journey no matter how complex, how long or how difficult. We roll up our sleeves whenever and wherever we need to.

**Authenticity**

We accept and understand that the broadness of our own diversity and personal experience impacts directly on the level of quality and passion delivered within our services.

**Courage**

We will challenge the status quo, welcome change and bravely take on any new challenges in the spirit of adventure.

**Optimism**

We believe that equality for people with neurological conditions is now within reach and we will strive each and every day until prejudice and lack of opportunity are removed from our society.