

JOB DESCRIPTION

Job Title:	Peer Support Outreach Adviser Inverness
Reports to:	Operations Manager
Responsible for:	None
Main Job Purpose:	To provide support and guidance to the members of Spinal Injuries Scotland
Deadline:	14th December 2018
Interview:	Week commencing 17th December

Key Duties and Responsibilities:

Member Support

- Attend the NHS spinal injuries unit or the outreach clinic.
- Organise coffee meet ups and workshops for our members. Travel in and about Inverness and bring the spinal community together.
- Informing people of the benefits of Spinal Injuries Scotland membership and signing up new members.
- Facilitate and support information sharing.
- Provide insight into the process of recovery through sharing of experience in a positive way.
- Interact positively and empathically with patients and /or family members.
- Be willing to share personal experiences with people with a spinal injury in a professional manner.
- Provide sound local knowledge that supports people living with a spinal injury.
- Build strong, supportive relationships with our service users & members.

Volunteer coordination / support

- Recruit, train, support and supervise volunteers in line with Spinal Injuries Scotland's volunteering framework.
- Co-ordinate and deliver volunteer celebration events throughout the year.
- Undertake exit interviews when the volunteer leaves the Charity.
- Support volunteers and group members with any safeguarding concerns in line with Spinal Injuries Scotland's policies.
- Involvement with volunteer events internally and externally.

Service and Organisation

- Maintain confidentiality in accordance with Spinal Injuries Scotland policy.
- Liaise with other Spinal Injuries Scotland staff as required.
- Collate data from all enquiries at the office and at clinics, the Spinal Units and Exhibitions.
- Be involved with wider organization activities.
- Promote the values and ethos of Spinal Injuries Scotland.
- Work within the framework of Spinal Injuries Scotland's policies and procedures.

- Link with other organisations to benefit our members.
- Attend training and development workshops for personal development.
- Awareness of own personal needs.

Personal Specification:

- Have a spinal injury and an understanding of issues and concerns for people with a spinal injury.
- Have local knowledge of access.
- To live in the surrounding Inverness area.
- Have your own transport.
- Be non-judgemental and able to respect individual's cultural, religious and ethnic backgrounds.

- Able to devote the necessary time and effort required.
- Have the ability to offer or obtain relevant information, both local and national, for members and their families.
- Be friendly, approachable and sensitive.
- Be able to act as a role model to people with a spinal injury

What we offer:

- Contributory pension scheme
- Travel expenses
- Relevant training and development
- The opportunity to make a real difference