



Role profile

Approved Provider Associate Manager

Team:	Services Directorate
Reporting to:	Approved Provider and Training Manager and Director of Services (until January 2027)
Responsible for:	Associate Approved Provider Assessors (freelancers)
Salary:	£35,000 FTE (pro-rated to three days or 21 hours per week)
Location	Home based, preferably in the Midlands or office based in Nottingham
Contract	Permanent

Role Purpose

Headway UK's [Approved Provider](#) (AP) Scheme was established in 2011 to promote and improve the quality of specialist rehabilitation, care and training for people affected by acquired brain injury (ABI).

The scheme is a nationally recognised quality accreditation programme for NHS and independent providers delivering rehabilitation and residential care to people with brain injury. Through a robust standards framework, we help services demonstrate excellence, identify areas for development and continually improve the care and support they provide.

The Approved Provider scheme is about much more than accreditation. We work collaboratively with services across the UK, offering expert guidance, support and constructive challenge to help providers enhance outcomes for brain injury survivors and their families. With 66 accredited units and a growing network, the scheme plays an important role in driving quality and sharing best practice across the sector.

This is an exciting opportunity to contribute to the ongoing development and delivery of the scheme. Working alongside the Approved Provider Associate Manager, you will coordinate and support the accreditation process, undertake assessments, and manage a network of Lead Assessors and Service User Perspective Assessors located across the UK. Service User Perspective Assessors bring invaluable lived experience as brain injury survivors, family members or carers, helping to ensure that the voices of those directly affected by brain injury remain at the heart of the accreditation process.

Overview of the department/team

The Services Directorate leads Headway UK's direct support for people affected by acquired brain injury (ABI) and their families across the UK. The team delivers a range of national services designed to provide information, practical support, and opportunities for connection throughout a person's brain injury journey.

These services include the nurse-led Helpline; the Emergency Fund; training for professionals, family members and carers; peer support groups for brain injury survivors; and the Justice Programme, which works with police, probation and criminal justice partners to improve outcomes for people with brain injury. The directorate also administers the Brain Injury Identity Card scheme, helping survivors to explain the effects of their injury and access appropriate support.

In addition, the Services Directorate includes the Network Support Team, which works closely with Headway's UK-wide network of affiliated charities and volunteer-led branches. Together, these organisations deliver a range of local services, including rehabilitation, reablement, information and support, social activities and peer support for brain injury survivors and their families.

As part of the Services Directorate, the Approved Provider Scheme supports continuous improvement in specialist brain injury rehabilitation and care services across the UK, helping to promote high-quality, person-centred support for people affected by brain injury.

Key areas of accountability

1. Conduct Approved Provider assessments against the accreditation framework, including interim assessments completed remotely and full accreditation assessments conducted on-site. This will involve visiting brain injury rehabilitation and residential care services across the UK, including occasional overnight stays, to evaluate service quality, engage with staff and stakeholders, identify areas of good practice and development, and produce detailed assessment reports with recommendations to support continuous improvement.
2. To maintain good channels of communication with new and existing AP units, ensuring clarity of the scheme and its expectations and requirements.
3. To work with freelance Lead Assessors and Service User Perspectives (who are brain injury survivors or family members) who are based around the UK, to organise assessment visits and ensure the schemes standards are upheld.
4. To plan and prioritise workloads across the Approved Provider scheme, ensuring assessments, accreditation planning are completed within agreed timescales, quality standards and scheme deadlines.

5. To review, moderate and quality assure Approved Provider assessment reports, ensuring they are evidence-based, consistent with scheme standards and ready for final approval within required timescales.
6. To work alongside the current Approved Provider Associate Manager to meet financial targets and grow the number of AP Units.
7. To collaborate with the Communications Team, Headway UK independent affiliated charities and branches to actively market the AP scheme to onboard more units.
8. To contribute to the development of Headway UK's Approved Provider scheme, by continuing to drive forward standards.
9. To comply with Headway's Equal Opportunities and Health and Safety policies and undertake appropriate training and personal development as appropriate.
10. To undertake such other reasonable tasks as may, from time to time, be deemed necessary.

Corporate responsibilities

- **Safeguarding** – Safeguarding is at the heart of what we do, and every member of staff has a duty ensure that they understand and follow safeguarding procedures to promote the welfare of our staff and service users.
- **Health and Safety** – We are an employer who is committed to health and safety, and you will have a role to play ensuring that we continue to embed a health and safety culture.
- **Data Protection** – You will help ensure that we remain fully compliant of our obligations in respect of data.
- **Equal Opportunities** is a key value of Headway UK. Every member of staff has a personal responsibility to ensure that they behave in an inclusive way and contribute to our diversity goals.
- **You are an ambassador for Headway UK** – We want all our staff, regardless of their roles, to be our ambassadors, representing the charity and promoting the work we do.

Person specification

Approved Provider Assessor

Qualifications	Essential/Desirable
Relevant professional qualification (e.g. occupational therapy, speech and language therapy, clinical psychology, physiotherapy, nursing, social work).	E
Experience and knowledge.	
Prior experience of working in the field of acquired brain injury	E
An understanding of the effects of brain injury, as well as an awareness of other neurodivergent conditions.	E
To be highly organised and a self-starter with the ability to prioritise tasks, work under pressure to meet deadlines and to work effectively independently and within a team.	E
Ability to write and moderate written reports of high quality and clarity, to provide accurate and accessible feedback.	E
Ability to manage and support a team of freelance staff.	E
Ability to gain the trust, confidence, and respect at all levels within external organisations and staff groups.	E
Good IT and administration skills and the ability to use Microsoft Office and Salesforce (our CRM system).	E
Knowledge of current issues in neurological care provision at all stages of the care pathway.	D
Awareness of the framework and mandatory regulations governing practice in residential care/nursing/hospital settings.	D
A sound understanding of risk management safeguarding issues.	E
Knowledge and understanding of the data protection regulations.	E
Other	
Demonstrate a clear understanding of safeguarding (adults at risk)	E
Demonstrate a clear understanding of equality of opportunity and diversity issues	E
Demonstrate a clear understanding of GDPR and the impact that it has on the role day to day.	E
Demonstrate a clear understanding of health and safety.	E
Ability to travel, with occasional overnight stays.	E

Full UK driving licence and access to the use of a vehicle.	D

Please note this role is subject to an Enhanced criminal records check.