

Candidate Brief:

Lead Enablement Coordinator

August 2024



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1. Welcome from our CEO

Dear Prospective Candidates,

As the CEO of Focus Birmingham, I am delighted to welcome you to our job recruitment pack. We are an independent local disability charity that works to make lives better by creating opportunities for people with care and support needs so that they feel empowered to live life to the full, and unlock their potential

At Focus Birmingham, we are committed to providing a supportive and inclusive work environment where our employees can thrive and make a real difference to the lives of those we serve. We believe that our success as an organization is directly linked to the talents, skills, and dedication of our team.

As an organization, we pride ourselves on being an equal-opportunity employer, and we welcome applications from individuals of all backgrounds, regardless of race, gender, sexual orientation, age, disability, or religion. We are committed to ensuring that our recruitment processes are fair, transparent, and inclusive and that all candidates are treated with the utmost respect and consideration.

The Lead Enablement Coordinator role is an exciting opportunity to work in a dynamic and rewarding environment, where you will be supported and encouraged to develop your skills and expertise.

I hope that this recruitment pack provides you with all the information you need to make an informed decision about applying to join our team. If you have any questions or would like to find out more about the opportunities available at Focus Birmingham, please do not hesitate to get in touch with our People team.

Thank you for your interest in Focus Birmingham, we look forward to receiving your application.

Yours sincerely,

Cate Burke

CEO, Focus Birmingham



2. Why we exist



Our Mission

To make lives better by creating opportunities for people with care and support needs, so that they feel empowered to live life to the full, and unlock their potential



Our Vision

We see a world where everyone, no matter their care and support needs, is able to live their life to the full and reach their potential.

3. How we do what we do

Our Values



**We are
person centred**



**We work
together**



**We are
passionate and
proud**



**We are
optimistic**



**We
communicate
in meaningful
ways**

4. Our values in action

Each of our values have a set of statements that describe what they look like in action.

We are Person Centred

- We see things from the individual's perspective
- We respect differences
- We ask ourselves 'how would I feel in this situation?'
- We are kind and caring

We Work Together

- We support one another to succeed
- We be the change we want to see
- We recognise each other's value and strengths and weaknesses
- We take ownership
- We learn from our successes and challenges

We are Passionate and Proud

- We represent Focus with pride
- We believe in being the best for the people we support
- We love what we do
- We represent Focus with pride
- We believe in being the best for the people we support

We are Optimistic

- We inspire hope and enable the possibility
- We see the positive in everything
- We see the person and not the disability
- We have a can-do attitude
- We look for creative solutions

We Communicate in Meaningful Ways

- We keep it simple
- We advocate and provide a voice for the people we support
- We give time and are patient
- We actively listen
- We use total communication techniques to enable communication

5. What we do

We specialise in delivering care and support services for people with sight loss and complex needs in Birmingham.



Sight Loss Support Services



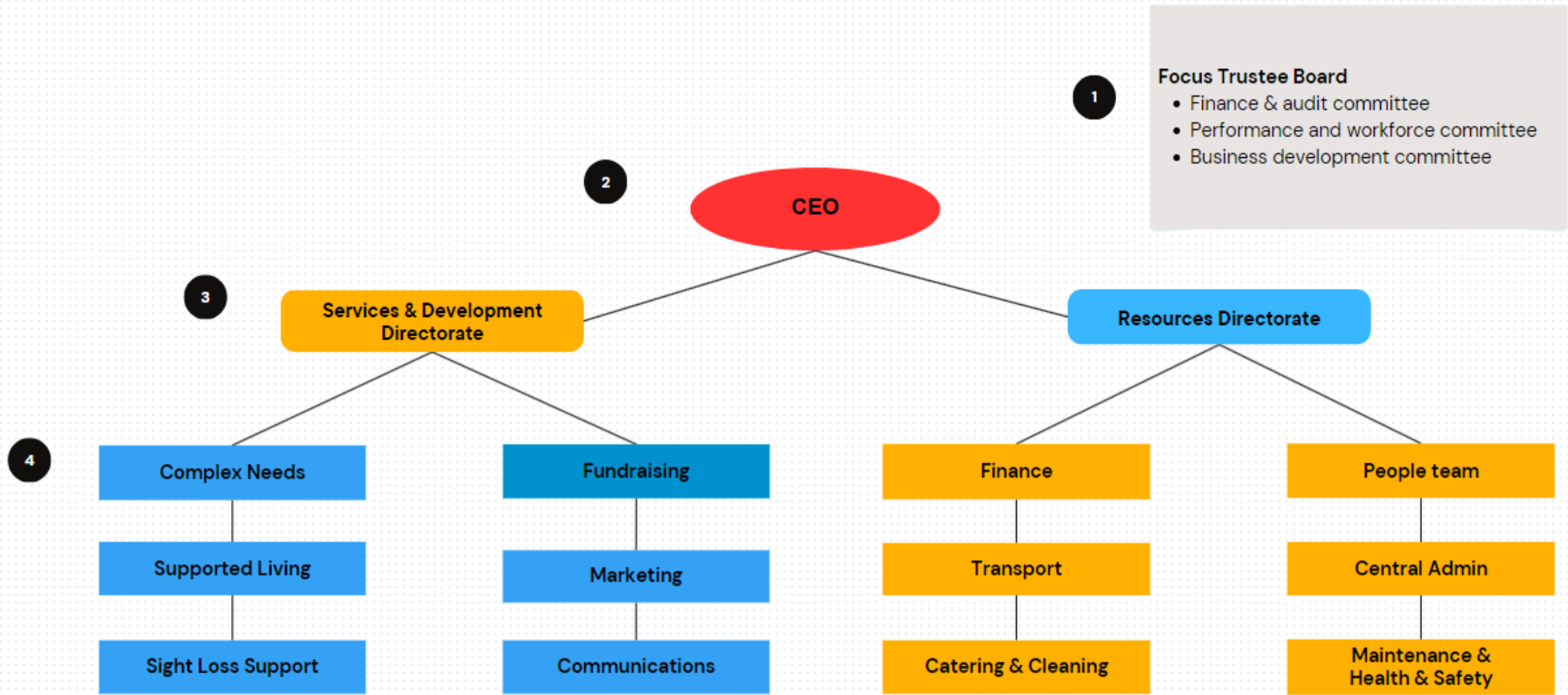
Complex Needs Support Services



Supported Living Service



6. Our Structure



7. Our Strategy 2023-2026

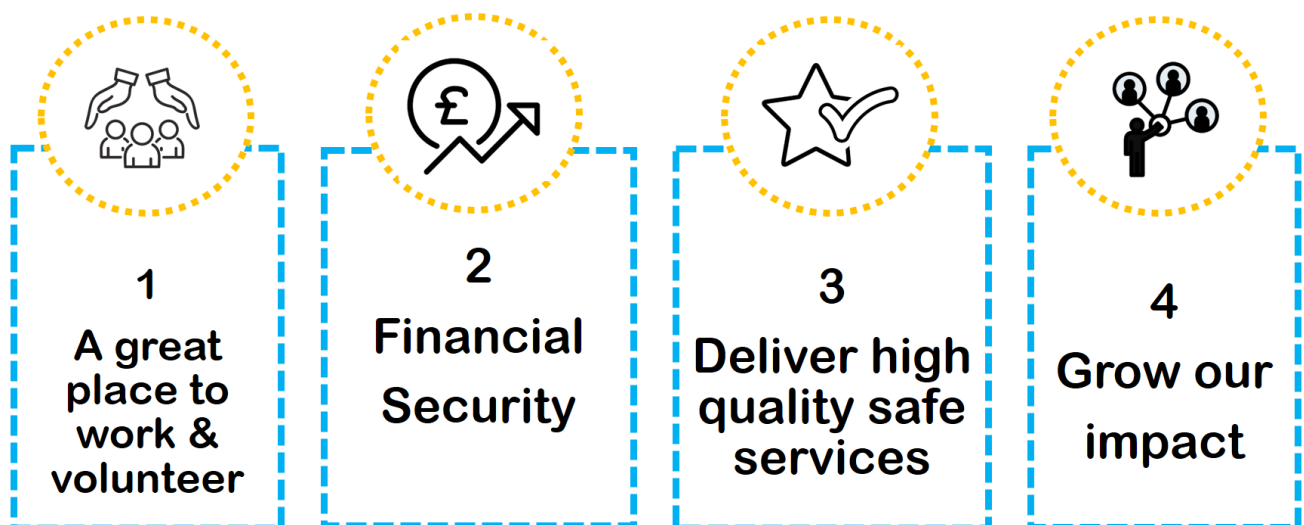
Our strategic plan is designed to guide the charity's initiatives and actions over the next three years, from 2023 to 2026.

By concentrating on four key strategic focus areas and aligning resources effectively, the strategy aims to enable Focus Birmingham to become a great place to work and volunteer, achieve financial security, enhance the quality of our person-centred services, and enable us to increase our impact by reaching more people and offering more support for everyone.

Through the collective efforts of staff, volunteers, donors, and stakeholders, Focus Birmingham is committed to making lives better.

Strategic Focus Areas

Using the findings from our strategy building process we have developed a set of strategic focus areas that will enable us to achieve our mission of making lives better by creating opportunities for people with care and support needs, so that they feel empowered to live life to the full, and unlock their potential.



Strategic Focus Area 1: People

A great place to work and volunteer

Outcome

We will create a culture where staff and volunteers love to come to work and feel safe around each other – safe expressing their feelings, asking for help, talking about problems and admitting to mistakes, and trust they will get the support they need to overcome them.

Goals

- To develop and deliver a learning development strategy
- To develop and deliver a workforce strategy that reduces our vacancy rate and increases retention
- To develop a leadership culture that nurtures trust and focuses on supporting staff to be their best
- To improve our staff's well-being and reduce sickness rates
- To develop and implement a volunteer strategy

Strategic Focus Area 2: Security

A financially secure charity

Outcome

We will become financially secure to enable us to sustain our current services and allow us to grow.

Goals

- To build and maintain adequate reserves to enable us to sustain our services and invest to grow our impact
- To diversify our sources of income and reduce our dependency on the local authority funding
- To ensure all our services are based on clear financial frameworks based on full cost recovery models
- To increase our fundraising income to support service delivery and operating costs

- To ensure all future decisions are based on robust financial data and modeling

Strategic Focus Area 3: Quality

Deliver safe high-quality person-centred services

Outcome

We will build on our service's strong foundations and continue to improve their quality so that they are always high-quality person-centred services that are designed in collaboration with the people we support.

Goals

- To implement person-centred digital care planning software for our care-based services
- To implement a governance and quality framework that supports best practices and drives quality
- To ensure our infrastructure facilitates person centred care
- To embed co-production into service review and design

Strategic Focus Area 4: Impact

Grow our impact

Outcome

We will grow our impact by increasing the number of people we reach and offer more support for everyone.

Goals

- To increase the number of people we support within our current service offer
- To increase the geographical reach of our services
- To diversify our service offer
- To diversify the types of people we support

Strategic Plan On A Page

Mission

To make lives better by creating opportunities for people with care and support needs, so that they feel empowered to live life to the full, and unlock their potential.

Vision

We see a world where everyone, no matter their care and support needs, is able to live their life to the full and reach their potential.

Values

We are person-centred
We work together
We are passionate and proud
We are optimistic
We communicate in meaningful ways

Strategic Focus Areas

1. People

We will create a culture where staff & volunteers love to come to work and feel safe around each other.

2. Security

We will become financially secure to enable us to sustain our current services and allow us to grow.

3. Quality

We will build on our service's strong foundations and continue to improve their quality so that they are always high-quality person-centred Services, that are designed in collaboration with the people we support.

4. Impact

We will grow our impact by increasing the number of people we reach and increasing the types of support we offer.

8. The opportunity

The Role

This is an exciting time for Focus and we have an ambitious new organisational strategy. We are looking for a Lead Enablement Coordinator to play a pivotal role in supporting people with sight loss to remain independent in their homes, by providing high quality assessments and overseeing support delivered by multi-disciplinary teams.

Key responsibilities

- Conduct home assessments for the people we support in a 1-2-1 capacity, followed by six monthly or twelve monthly reviews.
- Deliver Life Skills Education Courses and Technology Skills Courses.
- Assist in the development of the Enablement contract in line with prescribed KPIs and outcomes and provide regular monitoring and reporting to evaluate impact.
- Maintain and develop links with a range of external partners and agencies, specifically local authority referrals to meet project and contract outcomes and actively manage caseload to ensure that all referrals meet the service standard.
- Refer those who require additional support to the external partners and the Low Vision team.
- Deliver support within community based settings across the city.
- Keep up to date with relevant legislation and best practice.
- Deliver a robust training programme for our Enablement volunteer champions and other volunteers who support the programme
- Provide support and supervision to all the volunteers working in the programme, providing appropriate advice and guidance in accordance with good practice and local policy
- Undertake regular formal and informal reviews with volunteers, identifying training needs, and support and development opportunities
- Ensure that all volunteers maintain confidentiality and act at all times in accordance with the policies and procedures of the relevant organisation

9. The Person

The ideal candidate will have excellent communication skills and knowledge of undertaking assessments to develop support plans for the people we support, in line with identified needs. Experience of providing support to people with a sight loss or a disability and able to motivate and engage with a variety of people in varied settings will be a significant advantage. They will have a positive, outgoing and confident approach, be well versed in identifying risk and understand and respond to the differential impact that stigma, inequality and discrimination can have on communities and groups.

Qualifications

- Minimum of 5 GCSES (A-C/9-4)
- Level 2/3 in Health & Social care

Experience

- Previous experience of providing support to people with sight loss or a disability
- Experience of undertaking assessments and developing support plans in line with identified needs.
- Experience of group facilitation work
- Experience of leading, managing and supervising volunteers.

Knowledge/understanding

- Knowledge of a CRM system such as Charity Log.
- Understanding of support services provided by the third sector and other organisations in Birmingham.
- Understanding of person centred principles and how to ensure these are translated into everyday practice.
- Up-to-date knowledge of legislative frameworks and key issues relevant to the post

Skills

- Organised individual, capable of managing a complex and varied workload within a busy environment
- Creative person with a “can do” attitude
- High level of interpersonal skills necessary with an ability to establish and sustain trust
- A team player passionate about developing services that make lives better.



10 How to apply

If you feel that you have the right skills and passion for driving forward our Lead Engagement Coordinator role please apply as below:

1. CV and personal statement to be submitted to HR@focusbirmingham.org.uk by midnight on 9th August 2024. Please submit your CV, and personal statement of no more than two pages that sets out your interest in the role and demonstrates your relevant experience to HR@focusbirmingham.org.uk. Please mention 'Lead Engagement Coordinator' in the subject line.
2. Review of applications and shortlisting 12th August 2024.
3. Interviews planned for 20th August 2024.

We are an equal opportunity employer. We value diversity and are committed to creating an inclusive and equitable workplace. We encourage applications from individuals of all backgrounds, regardless of race, gender, age, sexual orientation, disability, or religion. We are committed to ensuring everyone can access our website and this application processes. Should you require support please contact HR@focusbirmingham.org.uk. We appreciate all applications, but only shortlisted candidates will be contacted. To arrange an informal confidential chat about the role please email HR@focusbirmngham.org.uk

**Thank you for
considering joining our
team and helping us
make lives better**

