



# SPINAL INJURIES ASSOCIATION

Support Network Coordinator - South Wales and West  
of England

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. Our work in campaigning, education and support is based on the personal experiences of our members.

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 spinal cord injured people and their families.

Being a user-led organisation is important to us; as well as our membership of nearly 14,500, just under 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 to be a true Association for All, 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**  
CEO, Spinal Injuries Association

# 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 spinal cord injured people and representing the wider SCI community to government and other decision-makers.

Our work in campaigning, education and support is based on the personal experiences of our members.

Our belief is that 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's.

[SIA website](#)

[Impact Report 2021/22](#)

[YouTube](#)

SIA's vision is a fulfilled life for everyone affected by spinal cord injury. Our purpose is to support all those affected by spinal cord injury by advising, educating and campaigning on their behalf.

Over the past three years we have been redoubling our efforts through an exciting new framework that has the potential to make this vision a reality. We have committed to expand, diversify and be an Association not just of individuals but of organisations. We are developing an Association model that can:

- Serve the immediate and long-term needs of all people affected by a spinal cord injury.
- Challenge all the barriers to accessing quality services and the means to achieving a fulfilled life.

We are shifting our modus operandi from a 'delivery-at' approach, to one based on engagement, enabling and network building in all our services, in all our advocacy and in all our digital communications channels.

# OUR IMPACT



From the 2021/22 financial year

# WHAT WE DO WITH OUR MONEY

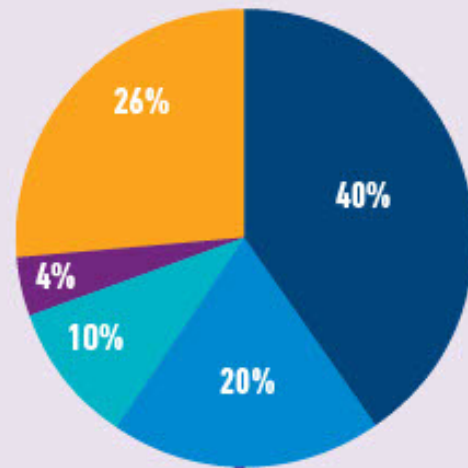
We are enormously grateful to everyone who supports us throughout the year. Here is what we do with our money:

## HOW FUNDS ARE RAISED

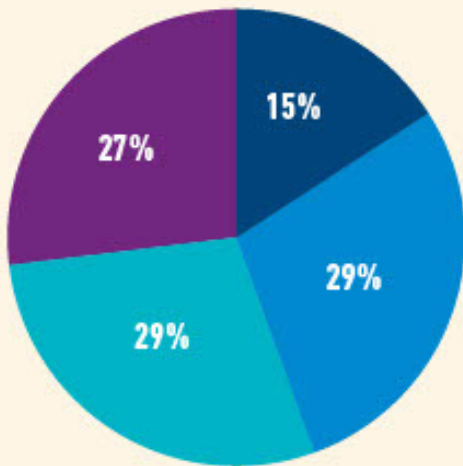


■ Donations & Legacies	£1,166,930
■ Grants	£565,293
■ Corporate partnerships and membership	£292,708
■ Education, Training, Publications	£117,666
■ Other income incl. fundraising events and our social enterprise	£762,454

**£2,905,051**



## HOW FUNDS ARE SPENT



■ Information and Advice	£404,001
■ Advocacy and Representation	£740,883
■ Support Network	£739,579
■ Cost of raising funds	£700,312

**£2,584,775**



Job Title: Support Network Coordinator - South Wales and West of England

Reporting to: Support Network Manager, South

Contract term: Permanent, part time role, 28 hours per week, Monday - Friday

Salary: £32,550 per annum FTE (£26,040 pa actual)

Home-based with regular visits to outreach locations and with flexible working options.

## The Role

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 SCI people and their families in their region of the UK. The post coordinates two vital parallel strands:

1. In your region, to reach and support newly injured and long-term spinal cord injured people and their 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 SCI people with more complex support needs
2. Nationally, working to facilitate the link between SCI people and SIA and partner services:
  - referring SCI people 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 SCI people 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

#### Your typical week will involve

- Working with a team of volunteers to locate, identify and build support plans for SCI people 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 & evaluation and for advocacy, campaigns, fundraising and communications purposes
- Working with your fellow Coordinators as well as the fundraising, comms, campaigning and advocacy teams to ensure SIA has an integrated and coordinated approach to all of our work
- Reporting to your Regional Manager on all aspects of the work
- Undertaking relevant statutory and personal development training to make you the best version of you
- Establishing links with health care professionals and maintaining regular contact

#### Reporting, line management and teamwork

- Report to the Support Network Manager (South) on all aspects of the post, engaging in line management supervision and annual performance appraisal 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

Job title: Support Network Coordinator

Knowledge and 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
Experience of information giving		X
Knowledge of the pathway of care by Spinal Cord Injury Centres		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	

## Person specification (continued)

General	Essential	Desirable
Evidence of good educational background - minimum of 5 GCSE Grade C (or equivalent)	X	
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: £26,040 per annum (£32,550 FTE)
- Contract: Permanent
- Hours: 28 hours per week Monday - Friday
- 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)
- Group pension scheme (6% employer contribution)
- Group life assurance scheme
- Healthcare cash plan
- Employee assistance programme (EAP)
- Employee volunteer days
- Discounted gym membership at many top gyms across the country
- Free car parking at SIA House
- Investing in our people – all members of staff are encouraged to discuss their development plans and aspirations with their line manager. A budget is available for talent development.
- Wellbeing – People are at the heart of everything we do. We offer agile working in our modern revamped bright open plan office, quarterly staff development days, annual appraisals and regular 121s.

# Applications

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: Carol Barraclough, Support Network Manager, South on [c.barraclough@spinal.co.uk](mailto:c.barraclough@spinal.co.uk) or 01908 732149

## Application process

To apply for this role please click [here](#) to upload a CV and cover letter, along with the equality and diversity monitoring form.

## Timeline

Closing Date: 16th April 2023

Interviews: 26th April 2023

Interviews will be held virtually via MS Teams