



Enrolment and Family Liaison Coordinator

Salary:	£31,611 to £33,926 plus 5% pension contribution (depending on experience)
Hours:	35 hours per week, Monday – Friday, 9am to 5pm; occasional weekend and evening work required
Contract:	Permanent
Location:	Share Clapham Junction, 64 Altenburg Gardens, London, SW11 1JL; Brixton 336, 336 Brixton Road, SW9 7AA; Share Garden, Building 32, Lapidge Drive, London, SW17 0YF; and Share Vauxhall, The Black Prince Community Hub, Beaufoy Walk, London, SE11 6AA
Annual leave:	25 days per year, plus your birthday (increasing by one day per year until you reach a maximum of 30)
Reporting to:	Head of Volunteering and Community Services

The role

Our Enrolment and Family Liaison Coordinator has a multi-faceted and dynamic role, sitting at the heart of our organisation. The role is responsible for engaging potential new students and seeing them through the entire enrolment process, from making an initial enquiry to becoming a student.

As part of the enrolment process, we work with students to understand what they want to achieve, invite them to visit Share, and experience some taster days in potential classes. If both parties think students' needs can be met, you'll support them in obtaining funding from Social Services, or using Direct Payments or their own funds, and support them to settle in at Share.

You will be able to build rapport quickly with clients and their networks and follow cases through from beginning until the end, so that the team is able to meet our targets for new student numbers. You'll work closely with the Wellbeing Team and tutors to ensure students have the best possible start when they join.

You will ensure students are enrolled in classes that will help them achieve their goals, and liaise with local authorities and, where necessary, transport providers to ensure any changes to students' timetables happen smoothly.

You will support families, and, when necessary, either advocate for students and their families, or support them to advocate for themselves to local authorities, other statutory bodies and providers – particularly with regard to funding and service provision.

You will always aim to put the student at the centre of decision making, and provide them with the best possible support to help them make their own choices and decisions.

Who we are looking for

Our ideal candidate is a someone who combines a passion for supporting people to live their best lives with the administrative and communication skills to support people through the complex system of adult social care.

You'll enjoy getting out and meeting prospective students, their carers and social workers to promote the services Share offers. You'll have excellent digital skills, make decisions based on both data and qualitative feedback from students, their carers and your colleagues, and you'll be good at managing your own time.

You'll be intuitive, empathetic and enjoy getting things sorted for people. You'll be a quick learner, confident in taking initiative when needed and you'll enjoy working as a member of our team. You'll understand the importance of following and contributing to the improvement of processes, and you'll get a lot of satisfaction from seeing a job through from beginning to end.

You'll demonstrate our values of kindness, support, ambition, respect, integrity and inclusivity in all you do.

About us

At Share, we're passionate about supporting disabled and autistic people to live healthier, happier and more independent lives. We work with our students to set their own goals for learning and life, and then support them to achieve their aspirations. We offer a range of training, employment, personal development, and leisure opportunities. Enabling people to be more independent and self-directed, able to make informed choices, healthier and more resilient, and fully socially included is at the heart of our work. Our programmes focus on personal development, independent living skills and vocational skills, and we work with every student to develop a learning programme tailored to their goals and needs.

A number of our training programmes lead to nationally recognised qualifications with others providing valuable life and social skills, or helping students explore and develop their creative abilities. We use the Outcomes Star to track our students' progress and improve our service delivery. help people to set goals for learning and life, and to track their achievements.

We currently offer 17 programmes from 10.00-16.00 Monday-Friday. We also offer social opportunities at evenings and weekends, through our befriending service and volunteer-led "Go Anywhere, Do Anything" programme which provides students with opportunities to enjoy and discover new experiences in and around London.

Main responsibilities

1. To contact enquirers, within agreed timescales, to provide information about Share's services and to arrange visits across our different projects.
2. To ensure that all information regarding the enquirer is logged on to our CRM database, including all relevant paperwork, abiding by data protection regulations.
3. To ensure the students' wishes are captured and communicated at the outset of their relationship with Share.
4. To build trust and rapport, and to develop a positive working relationship with the students' support networks, including Social Workers, Parents and Carers, Support Staff and Care Coordinators to ensure Share has all the relevant information needed to best support the person to have a smooth transition into Share.
5. To book in taster sessions, liaising with delivery staff around support needs and other important information about the potential new student, and ensuring that delivery staff give feedback on how the taster session went and this feedback is shared with support networks and other staff as appropriate.
6. To liaise with the social services access team to apply for funding for the potential new student to

join. To keep in touch with them around the progress of the application for funding, and chase purchase orders, ensuring all open enquiries are seen through to the end, no matter how complex the process.

7. To arrange start dates for new students, plan and deliver their induction and make sure they have a smooth start to their time with us.
8. To collate the necessary information and conduct the initial reviews with local authorities once someone has started at Share.
9. To oversee our student attendance lists to ensure they are up to date and accurate with new starters, leavers and any other changes. You will liaise with our finance department to ensure records are up to date and invoices are accurate.
10. To arrange and communicate any changes to service provision to students, their carers, and, where necessary, local authorities and transport providers.
11. To work in collaboration with the leadership team towards meeting a yearly target of student numbers.
12. To produce a monthly progress report for the leadership team on the status of the enquiry pipeline, reporting on any particular barriers that may have arisen.
13. To support students and/or carers to access funding to ensure they can receive the care they need e.g. when EHCPs expire, or people move borough.
14. To understand the context in which the student lives, and ensure Share provides appropriate and proactive support.
15. To complete all administration tasks required to manage and chart each participant's progress including the updating of individual records using Share's management information system (Civi CRM) and correspondence with external agencies.
16. To attend internal and external meetings and events as required, working very occasional evenings or weekends.
17. To work as a member of a supportive team and undertake any other tasks as may be reasonably required.

Person Specification

Experience, skills and knowledge

1. Able to communicate well and build rapport quickly with people from diverse backgrounds and at all levels inside and outside of the organisation.
2. Excellent administrative and strong ICT skills with good literacy, numeracy and analytical skills, and the ability to produce clear, well-presented, concise reports for internal and external audiences from raw data.
3. Strong team-player and enjoy working alongside others.
4. Be self-motivated and have the ability to work well with minimal supervision.
5. Have a good understanding of the local authorities' responsibilities and processes with regard to care planning for disabled people.
6. Able to learn quickly, have a commitment to professionalism and good attention to detail.
7. Good at planning ahead, demonstrating a methodical, organised and flexible approach to a busy and varied workload.
8. A good understanding of data protection, with the ability to work confidentially with sensitive information.
9. The ability to respond to and engage in one-to-one working with students when needed
10. A passion for supporting disabled people to live independent, healthy and happy lives, achieving their dreams and aspirations.
11. Confident and engaging communicator in person, over the phone and by email.
12. Experience of working in a social or health care setting with disabled people, while not essential,

would be an advantage.

13. Full competence in use of the Microsoft 365 (in particular Outlook, Word and Excel), iPads, mobile technology and databases.
14. Highly proficient at collecting, inputting, managing, analysing and reporting on data.
15. High level of attention to detail and ability to work with complex data sets.
16. Ability to communicate monitoring and evaluation data clearly and concisely to non-expert audiences.

How to apply

We actively encourage applications from people from minoritised ethnic communities and with lived experience of a learning disability and/or autism. This is because we believe our staff should reflect the diversity of our student body wherever possible in order to provide the best possible service.

To apply for this role, please send us your experience and a personal statement addressing the three questions below:

1. What do you see as the main opportunities and challenges in enrolling new students at Share?
2. How do you build rapport with people's support networks, including Social Workers, Parents and Carers, Support Staff and Case Coordinators?
3. Give us an example of a time where you have managed a complex workload and achieved results in line with a project plan.

Please apply through our website by uploading a CV and completing the form at the bottom of the webpage. Alternately, please email your CV and personal statement to hadmin@sharecommunity.org.uk.

If you would like to have chat about the role or visit us prior to applying, please contact a member of the HR team at hadmin@sharecommunity.org.uk.

We focus on ability and believe people work best when they feel valued, safe and happy. We do all that we can to make sure that Share is friendly and welcoming to everyone. All CVs and applications are sanitised to ensure unbiased recruitment, and if you make it to interview stage, some questions will be sent in advance. All disabled applicants who meet the minimum criteria will be offered an interview.

This job is subject to two satisfactory references, an enhanced DBS check and providing evidence of the right to work in the UK. If you are disabled and would like to discuss other ways of submitting your application, please contact us on 020 7924 2949.

Our privacy policy for job applicants can be found here: <https://www.sharecommunity.org.uk/privacy-policy-job-applicants>

We look forward to receiving your application.

