



Enrolment and Family Liaison Coordinator

Salary:	£30,106 plus 5% pension contribution
Hours:	35 hours per week, Monday – Friday, 9am to 5pm; occasional weekend and evening work required
Contract:	Permanent
Location:	Share HQ, 64 Altenburg Gardens, London, SW11 1JL, Brixton 336, 336 Brixton Road, SW9 7AA, Share Garden, Gillian Webb Memorial Grounds, Springfield University Hospital, 61 Glenburnie Rd, London SW17 7DJ and The Black Prince Trust, Beaufoy Walk, London SE11 6AA
Annual leave:	25 days per year pro rata
Reporting to:	Head of Student Wellbeing and Impact

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 starting on a programme. As part of the enrolment process, students need to visit and look around Share; spend some taster days with us; and if they then decide, and we agree, that Share can meet their needs, you'll support them in obtaining funding from Social Services for their place and support with settling them in on their start date. 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 yearly target of student numbers. Within this role you will also get involved in supporting other areas of the wellbeing support that Share offers to the student cohort.

The role is also responsible for working with families to ensure that learning gained at Share, especially in the areas of life skills and independent living, are practised at home, and also that Share staff understand positive approaches in terms of communication and social needs that are used effectively at home. You will support families where the student is transitioning into more independent living, and will support families to advocate for themselves and their disabled relative. This role is about taking a more holistic approach to enabling our students with learning disabilities, who may also have autism, to achieving their potential, leading fulfilled lives, and having autonomy.

Who we are looking for

Our ideal candidate is an energetic person with excellent communication, coordination and admin skills who is super-organised. You'll be intuitive, empathetic and enjoy getting things sorted for people. You'll have excellent digital skills, and you'll be good at managing your own time. You'll be confident in taking initiative when needed and you'll enjoy working as a member of our team. You'll get a lot of satisfaction from seeing a job through from beginning to end.

About us

At Share, we're passionate about supporting disabled people to set their own goals for learning and life, and then helping 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 reflect modern needs and focus on developing robust pathways into having better wellbeing, independent living and employment.

Main responsibilities

1. To contact enquirers, within agreed timescales, to provide information about Share's services and to arrange show around 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, paying close attention to data protection regulations.
3. 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.
4. 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.
5. 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.
6. 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.
7. 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.
8. To work in collaboration with the leadership team towards meeting a yearly target of student numbers.
9. 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. Produce data as required for funding reports.
10. To get to know each Share student who is on a pathway towards more independent or autonomous living, and to create individual learning plans that help each student set and achieve goals outside of Share.
11. To understand the cultural context in which the student and their family live, through direct contacts (home visits, phone calls and, review meetings).
12. To help families to support their family member with a learning disability to take more responsibility and move towards greater independence and autonomy. To mediate, where the wishes of the student are in conflict with those of their family.
13. To disseminate information to families and carers to effectively help the students practice at home what they've learnt at Share, and help bridge the gap between life at Share, at home and in the community.
14. To work closely with the Carers' Centre(s) to ensure that families are linked in to groups and resources that can support them. The Transitions project at Wandsworth Carers' Centre will be an important ally in this work.

15. To liaise with other professionals, (for example supported housing providers; advocates; health specialists; advisers) to help students who want to live more independently, and to facilitate good communication between housing providers and families.
16. To attend social services reviews, in particular where a student is aiming to transition into independent living.
17. To monitor and evaluate the impact of interventions, reporting regularly to Share's senior management team and as required to funders.
18. 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.
19. To contribute to achieving the progression and outcome targets of the project, presenting regular progress reports to your line manager and to the project steering group, and to produce data as required for funding reports.
20. To maintain confidentiality at all times and to work in a spirit of positivity and encouragement and in
21. To work at all times in a spirit of positivity and encouragement and in a way that values diversity.
22. To maintain confidentiality and follow data protection regulations at all times.
23. To attend internal and external meetings and events as required, working very occasional evenings or weekends.
24. To work as part of the Wellbeing team to support daily interactions with students; managing behaviour that challenges and create strategies to support students' independence, self-regulation and wellbeing.
25. 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, autonomous, happy lives, achieving their dreams and aspirations.
11. Experience of working in a social or health care setting with disabled people, while not essential, would be an advantage.
12. Full competence in use of the Microsoft Office suite (in particular Outlook and Word), iPads, mobile technology and databases.
13. Highly proficient at collecting, inputting, managing, analysing and reporting on data.

14. High level of attention to detail and ability to work with complex data sets.
15. 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 CV and a personal statement addressing the three questions below:

1. What are the top three qualities that make you an excellent Enrolment and Family Liaison Coordinator?
2. How do you build rapport with people's support networks, including Social Workers, Parents and Carers, Support Staff and Case Coordinators?
3. How would you go about managing a complex, varied and demanding workload?

Please also complete our equal opportunities form, which you can download from the job advertisement page on our website. Please send us the three documents 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.



