

PARTICIPANT CO-ORDINATOR RECRUITMENT PACK

MARCH 2024



Reviving lives and creating community through accessible neuro rehab



Registered charity: 1177659

www.legs.org.uk

What is LEGS?

LEGS is an award-winning, registered charity which provides accessible and ongoing physical rehabilitation for people with neurological conditions.

Where do we operate?

Our specialist exercise and education programme is available everywhere in the UK through our expertly designed virtual programme. We run face to face services in Greater London.

Who are we here for?

People with neurological conditions.

Why?

When somebody is diagnosed with a neurological condition, or has a stroke, the NHS can provide only a limited amount of care and often there are waiting lists of five months or more. For the person waiting, this can be terrifying.

People can deteriorate quickly, both emotionally and physically, without intervention. LEGS offers an immediate solution because anybody can access our help straight away. The cost of private physio (which can be £100+ an hour) is prohibitive. We are affordable to everyone.

What is a Participant Co-ordinator?

The purpose of this role is to support the charity's core activities, which are the delivery of exercise classes and education, both face to face and online. This is an administrative role, involving a high level of organisation and attention to detail. It is "client-facing" and will involve liaising with lots of different people so excellent communication skills are essential.

You'll be the main point of contact for enquiries about our services from prospective participants. The role involves working closely with colleagues, in particular with the Clinical Director.

This is a great opportunity for an enthusiastic, confident, highly organised person to join our dynamic, impactful and caring team. You'll be supporting the charity to make a positive difference every single day.

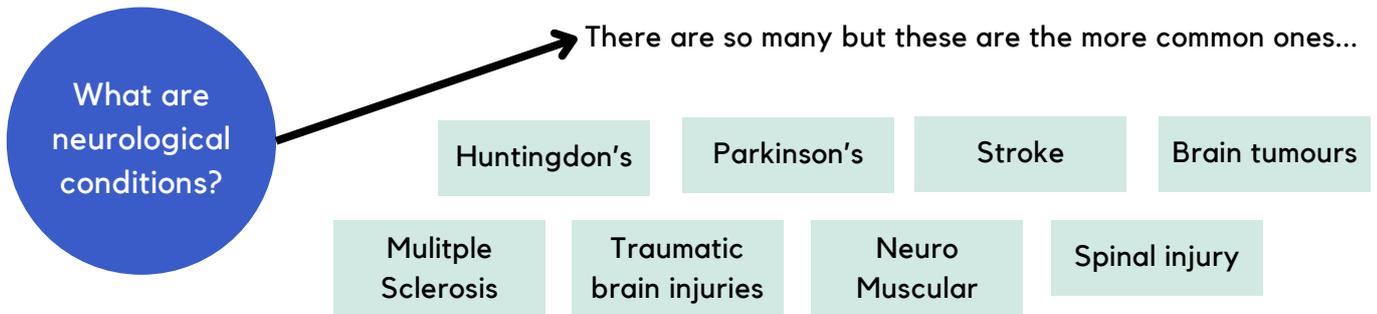
We're dedicated to making LEGS a joyful and rewarding place to work.



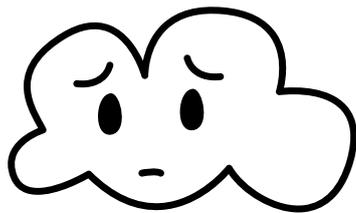
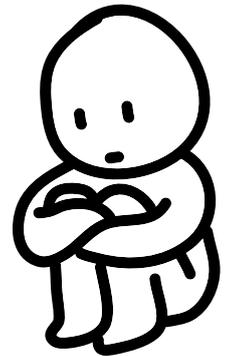
Annys Fairweather
Chair & Founder, LEGS, February 2024

WHY WE ARE NEEDED

- **1 in 6 people** in the UK has at least one neurological condition (Stroke UK), with an estimated 11 million living with a neurological disorder. In the UK, somebody has a stroke every **5 minutes**. This can happen at any time in life, often without warning.

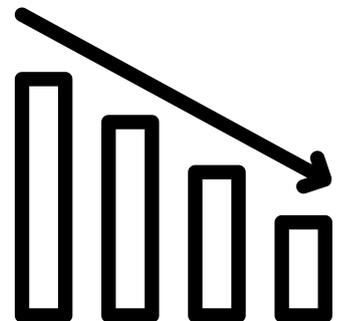


- Many people feel **abandoned, overwhelmed and alone** after leaving hospital or receiving a diagnosis. NHS services are currently overstretched and underfunded. Waiting lists for people with neurological conditions to access ongoing specialist rehabilitation can be upwards of five months (or if they are quicker, they might only be for a few weeks).
- Neurological rehabilitation is often a postcode lottery; a report by Right to Rehab found that **44% cannot get the support they need**, causing their health to decline.



- People with neurological conditions face 63% additional costs (transport, higher bills and specialised equipment). Rising inflation and increased bills ultimately make our participants vulnerable to **exclusion, digital poverty and isolation**.

- One of the most troubling things about being discharged from hospital without ongoing support is how quickly people can **physically and emotionally decline**.
- Patients with neurological disorders who do not exercise experience more secondary complications, such as **muscle wasting and stiffness**, which in turn leads to future health complications and further impact on the NHS.



"This charity has one of the best rehab exercise programmes running online."

Dr. C.Appel, Clinical Lead Physiotherapist, Camden Stroke & Neuro Service

- We have designed an award-winning programme which delivers the following activities:
 - **Group physical rehab and exercise classes:** available in-person or online with a specialist physiotherapist, adapted to the individual to sustain regular physical activity. Pre-recorded classes allow participants to maintain frequency of exercise and take control of their fitness.



- **Education:** the weekly Neuro Café (online group) offers educational sessions with professionals on a wide range of topics from how to manage fatigue to accessible travel.



- **Community support:** peer support and camaraderie for participants, carers, family and/or friends. We create a community and a network of people who can understand the challenges and help each other.



100% of our participants feel more confident and more independent.

- By offering **group** rehabilitation, we are able to offer highly specialist support **affordably and sustainably**. It's a model which works, is scaleable and we want to make it available everywhere in the UK.
- We **create community, reduce loneliness**, revive people's sense of purpose and enhance **wellbeing and connection** in our participants' lives.

"LEGS has been the single most important part of my recovery and reintegration into life since coming home."



"I cannot thank you and the team enough or imagine where I would be if I had not had the benefit of all those classes over the past years. Wonderful."

"A heartfelt observation...joining the LEGS family changed my life. Although I was visiting a physiotherapist once a week, I was getting almost nowhere in physical improvement. Attending LEGS swiftly changed that and I firmly believe that it has the ability to change lives. I stand aloft as proof."



JOB TITLE

Participant Co-Ordinator

TERM

This is a permanent role, subject to a probationary period of 3 months.

This is a contracted, PAYE position with the associated benefits (annual leave of 28 days per year inclusive of bank holidays, a NEST pension scheme with employer contributions of 5%, a staff training budget).

HOURS

37.5 hours per week (1FTE) but we are open to 0.8FTE or above. Flexible working though we may ask you to join certain team meetings to engage with the wider team. The job can be term time only or all year round, depending on the candidate.

If all year round, holiday must be taken during the charity's holiday times.

LOCATION

The successful candidate will be expected to work from an agreed remote location/home with access to their own high speed and secure internet connection. We can provide you with work equipment (laptop, mobile, printer etc.).

SALARY

£26,000 per annum
Pro rata'd for contracted hours if not full time.

JOB PURPOSE

The charity is growing and this is an exciting time to be joining us. We need a strong team player to come on board to help support and develop our participant co-ordination with a strong emphasis on our administration and finance processes but also supporting the clinical team with the practicalities of running our services.

You will be the first point of call for all participants and service users, helping people access the charity's services and providing an in depth knowledge of the charity's exercise classes and resources. You'll be responsible for the management of all participant administration.

You'll have the opportunity to shape the role, introducing new ideas and processes to aid our development. Strong communication skills, attention to detail, and flexibility are essential as you'll be helping the team in various capacities, ensuring smooth operations and contributing to our success.

Your duties will range widely across various areas of the charity's administration and communications.

This is a busy and varied role and is key to the services the charity delivers. You will have previous experience of delivering multiple administration activities in a busy environment, be numerate and confident with the ability to identify ways to develop and grow aspects of our administration and systems.

This role is subject to an enhanced criminal record check, which is processed through the Disclosure and Barring Service (DBS).

MAIN DUTIES

- **Act as first point of call for all enquiries to the charity, answering emails and phone calls in a timely, courteous and appropriate manner.**
- **Support the Clinical Director in administrative tasks relating to referrals, data management, participant engagement, waiting lists and participant admin processes.**
- **Support the Operational Director with day to day operations of the charity including communications with all participants, their families, carers and referrers.**
- Provide continuity of administrative support to the Leadership Team.
- Use the established financial systems to routinely invoice participants for membership fees.
- Follow up late fees and work closely with the Operational Director in support of membership fee income and Bursary management.
- Ensure timetables and registers are kept up to date and are accurate records of attendance.
- Update the website with term dates and information about our services.
- Support our marketing through ensuring interested parties are kept up to date of our services and referral process.
- Assist with diary management for the Leadership Team and co-ordinate annual leave and sickness cover.
- Assist with management of staff training budgets and record keeping.
- Ensure participants are well informed and messages are communicated promptly.
- Be responsible for accurate data input of participant records and confidential data onto relevant IT systems.
- Assist the clinical team of freelance clinicians with areas of administration of their groups including their registers.
- Undertake any training as required to complete the tasks associated with the job role.
- Adhere to relevant charity legislation, GDPR and charity policies at all times.
- Work flexibly with colleagues to support the overall growth and development of LEGS.
- These duties are likely to evolve over time as the role develops.



PERSON SPECIFICATION

The following should be identified in your covering letter and/or at interview:

- A person-centred approach. Somebody who clearly enjoys working with other people and thrives on being of service to others.
- Recognises the need to tailor actions to the individual, respecting difference and diversity of experience and needs.
- Respectful and polite. Uses inclusive language and treats everybody with positive regard.
- Relates to a diverse group of people and backgrounds.
- Sensitive and tactful manner, attuned to nuance and the needs of each moment.
- Friendly, cooperative and collaborative.
- Excellent interpersonal skills, proven ability to listen actively, build effective relationships, influence, and motivate others.
- Demonstrable commitment to LEGS' passion for accessibility, inclusion and equity.
- Experience of organisational skills and operation of administrative systems in a similar context.
- Ability to work effectively within a remote working context in a small organisation, using initiative, clear communications and considered judgement to deliver results.
- Excellent verbal and written communication skills, including the ability to express complex issues accurately and simply.
- Proactive and flexible approach.
- Proven computer literacy including Microsoft 365 and remote communications systems e.g Zoom.
- Numerate and confident working with spreadsheets and basic financial terminology.
- Experience of working both autonomously and in a team.
- Ideal but not essential: experience of working in a medical/clinical setting.

Please get in touch with Victoria victoria@legs.org.uk if you'd like to have an informal chat prior to application or to find out more about the role.



HOW TO APPLY

If you'd like to apply to be our Participant Co-ordinator please send us (by email to victoria@legs.org.uk):

1. A **covering letter which answers the questions below** (the word counts are just suggestions - feel free to write more!)
2. A copy of **your CV**.

Please illustrate your responses with examples or evidence from your own life experiences – these could be from your working, volunteering, community or personal life.

- **Why are you interested in joining LEGS and why you are suitable for the role?**
(approx 300 words)

- **What knowledge, skills and experience have you gained in your life that you would bring to the charity?** (approx 500 words)

- **How would you make a difference to LEGS?**
(approx 200 words)

These should be submitted by email by 5pm on Friday 5th April 2024.

We are an equal opportunities employer and do not discriminate on the basis of age, disability, sex, race, religion or belief, gender reassignment, marriage/civil partnership, pregnancy/maternity, or sexual orientation.

We welcome all applications from a wide range of candidates and are keen to explore the broadest possible talent pool for all our roles.

RECRUITMENT TIMELINE

We're aiming to keep to the timetable outlined below but we are flexible and will work around the successful candidates' notice period. Interviews will be conducted remotely via Zoom.

If you need additional support with this please let us know what you need and where we can help to make this accessible.

Informal conversations:

Any time - just get in touch!

Application deadline:

5pm on Friday 5th April 2024

(Though we may appoint before this date as applications may be assessed as they arrive).

Shortlisting panel

Victoria Bailey-King (our Operational Director)
Sarah Sparkes (our Clinical Director)
A LEGS participant

Interviews:

Late April

Candidates will meet a panel comprising of Victoria Bailey-King (our Operational Director)
Sarah Sparkes (our Clinical Director)
A LEGS Trustee

Start date:

We're flexible but planning for April or May 2024.

CONTACT DETAILS

PARTICIPANT CO-ORDINATOR
RECRUITMENT PACK | 10

CHARITY NAME

LEGS (Local Exercise Groups for stroke and neurological conditions)

REGISTERED ADDRESS

LEGS, c/o LB Group
1 Vicarage Lane
London
E15 4HF

Charity no: 1177659

CONTACT DETAILS

Telephone: 07377 259 778
(Victoria Bailey-King)

Email: victoria@legs.org.uk
Website: www.legs.org.uk

LEADERSHIP TEAM

Anny Fairweather, Chair of Trustees and
Founding Physiotherapist

Victoria Bailey-King, Operational Director

Sarah Sparkes, Clinical Director & Lead
Physiotherapist

