

Headway North Staffordshire
(Head Injuries Association) Ltd
Headway House, Elder Road, Cobridge,
Stoke-on-Trent, ST6 2JE
Tel: 01782 280952



JOB DESCRIPTION: Head Injury Support Worker - Centre

Job Title: Head Injury Support Worker - Centre
Accountable to: Service Delivery Team Leader - Centre
Location: Headway House, Stoke-on-Trent
Contract: Permanent
Hours: Part-time (30 hours per week).
Grade: 1 to 2
Corporate responsibilities: Delivery standards
Line management: None

Background

Headway North Staffordshire provides rehabilitation and support for adults affected by brain injury, empowering individuals to regain independence, relearn everyday skills, and reintegrate into their communities. We work not only with survivors of brain injury but also with their families, offering emotional support, practical guidance, and respite. Through our centre-based services and community outreach, we provide access to specialist therapies, social opportunities, and tailored support not typically available through the NHS. At the heart of our work is a commitment to person-centred care and the creation of a safe, inclusive, and life-affirming environment.

The charity is governed by a board of trustees and led by a Chief Executive. A small leadership team oversees key functions including service delivery, fundraising, operations, and administration. This team is supported by dedicated staff, volunteers, and specialist roles.

We are One Team – built on support, trust, and a shared purpose. We communicate openly and face challenges together.

Job Purpose

To provide rehabilitation and support to service users attending the day centre, enabling them to participate in structured activities, therapies, and social opportunities that promote wellbeing, independence, rehabilitation, and inclusion.

Key Responsibilities

Direct Support

- Provide direct support within group and 1:1 activities to service users, helping them to engage in activities, including fundraising, and achieve rehabilitation goals.

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- Participate in and promote external activities, including physical activities such as swimming and cycling, encouraging service user involvement.
- Provide personal care as required, including preparing food and supporting eating and drinking, assisting with toileting, and promoting for medication.
- Support colleagues, therapists, and volunteers in delivering sessions.
- Maintain a safe, inclusive, and stimulating environment at Headway House ensuring service standards and ratios are always maintained, escalating any concerns to duty manager.

Record-Keeping and Communication

- Keep accurate attendance, progress, and incident records.
- Share relevant information promptly with the Day Services Manager or team leader.

Compliance and Safety

- Maintain a current First Aid at Work certificate (training provided) and participate in the duty first aider rota.
- Uphold safeguarding, equality, and health & safety standards in all settings.

Team Contribution

- Work collaboratively as part of a “One Team” culture, supporting colleagues and volunteers.
- Support colleagues with fundraising campaigns and act as an ambassador for the charity.
- Provide reciprocal cover for colleagues to ensure service continuity.
- Promote Headway North Staffordshire’s values and aims

Person Specification

Essential

- Empathy, patience, and strong interpersonal skills.
- Ability to support people with acquired brain injury in a respectful and person-centred way.
- Organised and reliable
- Good communication skills.
- Commitment to equality, safeguarding, and inclusion.

Desirable

- NVQ Level 3 in Care (or equivalent)

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- Experience in health, care, rehabilitation, or community services.
- Knowledge of acquired brain injury or similar conditions.
- Basic IT skills for record-keeping.
- Full driving licence.

Application Process

Please note that applications must be submitted online at ww.headwaynorthstaffs.org/vacancies.

Please submit your CV (maximum three sides of A4) together with a letter outlining how you meet the person specification as detailed in the job description (maximum two sides of A4).

Shortlisting will be undertaken by a small panel. Headway North Staffordshire strives to be an equal opportunities employer and applications are assessed purely against the person specification. **Please ensure that your covering letter explains how you meet these criteria.**

Your CV and covering letter should be in a minimum of size 10 font and submitted in PDF format using the submission form at the web page linked above.

Your letter or CV should include the details of two recent referees. One should be your current or most recent employer.

The deadline for submission is **18:00 on Monday 25 May 2026**.