



Job title: Support Worker

Main purpose of job:

To be accountable to the Trustees of the Shrewsbury Christian Centre Association (SCCA) through The Ark Day Centre. Primary duties will be in the Day Centre, with very occasional travel locally.

In conjunction with a variety of external agencies, build relationships with and support individuals who are currently rough sleepers to move away from the streets into settled secure accommodation and to access the support they need to remain off the streets.

Support individuals who have referred themselves when they have moved into their own accommodation, seeking to ensure that they are managing successfully and that they are still able to access the support that they need.

Create support plans that reflect everyone's personal strengths and goals.

Support partner agencies to ensure that the right support is offered at the right time to enable individuals to progress on the right path to their recovery.

Maintaining close, constructive and harmonious collaboration with colleagues in the Ark Day Centre.

Adhering to the principles of Safeguarding while at the same time understand and implement relevant activities to support vulnerable individuals.

Adhering to the principles of Data Protection best practice, including ensuring all required information relating to people accessing services is accurate, up to date and stored securely on our database.

Position reports to:

The Ark Day Centre Manager

Length of contract

Permanent (40 hours per week)

Salary: £

£26,160



Main duties

Supporting clients experiencing homelessness and vulnerable people who access The Ark.

Maintaining close working relationships with external agencies so that the services offered by the charity can be as effective as possible within resource constraints.

Participate in the team's provision of individual support and needs assessments, including risk assessment, advice, emotional support and practical assistance.

Assist clients in arranging appointments with relevant professionals, e.g. probation, GP, social workers, RESET, etc.

Maintain a calm and professional manner in a fast paced sometimes challenging environment.

Maintaining appropriate records of interventions with individuals and keeping other staff/external agencies informed of relevant issues.

Provision of advice and assistance to individuals in personal budgeting, debt management and claims for welfare benefits.

Be an effective member of the staff team working to provide a safe, sound and supportive environment. Participate with other staff and volunteers, in providing a broad range of activities and services (considering individual circumstances and preferences) aimed at enabling individuals to live with reducing levels of support.

Ensure compliance with all policies and procedures, in particular safeguarding and lone working.

Always maintain professional confidentiality and boundaries.

Take responsibility for their own personal development and training, in conjunction with the Day Centre Manager.

To work flexibly and carry out any other reasonable duties as required.

Last updated: 28th August 2024

PERSON SPECIFICATION

Everything thing listed in this Person Specification is desirable. The more evidence you can produce to support experiences, qualifications, knowledge etc., will grade you higher as a potential candidate.

Experience / Knowledge	<p>Understanding the impact of rough sleeping on individuals' health and wellbeing.</p> <p>Understanding in the disadvantages and barriers experienced because of sleeping rough.</p> <p>Experience of dealing with and supporting vulnerable individuals</p> <p>Experience of working in an outreach setting.</p> <p>Experience of producing support plans for vulnerable people.</p> <p>Experience of 1:1 support work relating to vulnerable people.</p>
Qualifications	5 GCSE's.
Competencies	<p>Advise, guide, and persuade others.</p> <p>Effective problem solver.</p> <p>Able to build and maintain effective relationships with vulnerable individuals, colleagues, and external agencies.</p> <p>Excellent communication skills, able to communicate effectively at all levels in a clear way.</p> <p>Approachable, empathetic, with good listening skills.</p> <p>High level of personal integrity.</p> <p>Good organisational skills.</p> <p>Ability to deal with vulnerable individuals, colleagues and external agencies, tactfully in difficult situations and to be assertive as appropriate.</p> <p>This job requires the ability to be reactive to a variety of situations and ability to think on your feet.</p>
Personal Qualities and Attributes	<p>Ability to work on own initiative, assess priorities and meet deadlines.</p> <p>Calm even under pressure and in demanding situations.</p> <p>Understanding, caring and helpful nature.</p> <p>High level of commitment and enthusiasm and desire for job satisfaction.</p> <p>Desire to do work to a high standard and help others.</p> <p>Able to understand the emotional and physical impact of rough sleeping on rough sleepers.</p>
Behaviour	<ul style="list-style-type: none"> • Effective communication. • Team worker. • Taking personal responsibility. • Respect for all people. • People Focused. • Ability to embrace change. • Professional behaviour at all times.