 

**Valley House Information Sheet: Pre-Therapy Support Worker (Helping You Help Yourself and Building Better Opportunities)**

**This exciting opportunity will offer post holders the chance to be part of**

* a new evolving service delivery, working with multiple agencies enabling people to make positive life changes and move closer to the workplace.
* a wider team from mixed disciplines experienced in pioneering innovative support approaches to facilitate positive change.
* an established reputable organisation offering both generic and specialist support services.

**Organisation**

Established in Coventry in 1977, Valley House has developed a reputation for high quality services that enable disadvantaged individuals and families to live independently and safely through innovative approaches that are:

* **Asset-Based** - identifying and building on individual and collective strengths rather than focusing on problems to build resilience
* **Holistic** – addressing both presenting concerns and immediate practical needs and underlying emotional/psychological issues
* **Service-User Led** – jointly identifying and addressing their needs through active involvement in the design, delivery and monitoring/evaluation of services
* **Safeguarding-Centric** - creating a safe environment in which vulnerable individuals can build their skills, confidence and motivation and turn their lives around
* **Partnership-Based** - working collaboratively through established networks to complement/enhance existing services including meeting gaps in existing provision

**Support Services available**

Valley House provides integrated on-site and community-based support services for disadvantaged, disenfranchised and disengaged vulnerable individuals and families with a range of often deep seated and complex practical and emotional/psychological needs including:

* **Youth programmes** – to overcome isolation/vulnerability, improve health/wellbeing and provide access to employment/training
* **Supported accommodation and floating support services** - for teenage parents, domestic violence and abuse victims, and homeless families
* **Nursery**
* **Training** – on-site life skills, literacy, numeracy, ESOL in partnership with Adult Education
* **Counselling and support service** – offering in-depth and practical and emotional/ psychological support interventions for individuals seeking and capable of sustained change

**About the Post:**

This post is Part-Time and divided between two funding streams:

* 20 hours in the Helping You Help Yourself Project funded until 31st August 2019
* 10 hours in Building Better Opportunities (BBO) Breakthrough Programme until 31st December 2018

**Background**

Helping You Help Yourself (HYHY)

The HYHY is an established service that received continuation funding from Big Lottery, Reaching Communities to further develop its service provision. The new service delivery will continue to work with individuals 16 years and will include one-to-one casework, group work and peer support. The service is also focussed on creating different pathways to existing ones to include other local community groups and piloting services with other partners with a view to gain match funding to expand its delivery.

BBO Breakthrough

The Coventry and Warwickshire Local Enterprise Partnership was awarded funding through European Union Social Fund and Big Lottery Building Better Opportunities, Tackling Barriers to Work. The main priority of the service is to provide support to individuals (aged 29-49) to improve their financial capability, promote social inclusion and sustain the integration of young people into work programmes. As part of its partnership involvement, Citizens Advice Coventry and Groundworks have purchased 10 hours a week of support from Valley House to deliver one-to-one support to its service users who are struggling to sustain engagement in activities.

**The post holder will be expected to:**

* Work in both HYHY and BBO projects
* Receive referrals from individuals who have mental health or emotional/psychological support needs that do not fit with NHS mental health support criteria or other like provision in the community.
* Promote a seamless service by forming strong ties with both primary and secondary health and care services.
* Apply a combination of creative, flexible, practical, therapeutic support approaches tailored to individual need including:
* **One-to-one practical and emotional/psychological support** as appropriate to address immediate practical and underlying emotional/psychological issues to achieve and sustain greater levels of independence. One-to-one supportprovided will include a mixture of:
	+ Telephone emotional support
	+ Guided assistance with specific issues i.e. Anger; Anxiety, Self-Esteem, Isolation etc.
	+ Techniques in assertiveness, relaxation, managing anger/anxiety; Accompanying individuals in social situations to overcome social phobias
	+ Advice and signposting to other services for help with related issues such as mental health, benefits, housing etc.
* **Outreach** to engage people isolated from services by interacting with them through community events and home visits.
* **Monitoring** to evidence the services successes through developing support and action plans with individuals accessing the service to meet funding outcomes.
* **Positive working relationships** with all service users, staff and partners.

***All staff members will be:***

* ***Passionate*** about supporting people from disadvantaged communities, valuing what they have to offer to enable them to achieve and progress towards employment
* ***Committed*** to providing high quality services people who are isolated from mainstream services, ensuring their views, interests and needs are heard and responded to positively.
* ***Responsive*** to the needs and ways-of-being of individuals and effective in developing creative ways of working.
* ***Enthusiastic*** about providing a range of different support interventions to service users
* ***Knowledgeable*** in providing reliable educational information on mental health and well-being to enable service users to develop a better understanding of their presenting issues and concerns which will contribute towards improving them with psychological improved well-being and health.
* ***Experienced*** in enabling people to consider alternative solutions to enable them to develop better coping strategies and life skills that will assist in employment opportunities.
* ***Effective*** in working collaboratively with people at all levels.
* ***Grounded*** in professional workingand enthusiastic about being part of a truly client-centred organisation.
* ***Self-motivated*** and to thrive in a changing working environment delivering and developing innovative and flexible therapeutic services for disengaged people.

Valley House would be interested in receiving applications from candidates with additional qualifications and/or experience in allied fields, such as Psychology, Social Work, Youth Work, Mental Health, Nursing, Support and Community Development.