

VALLEY HOUSE

SUPPORT WORKER – COMMUNITY WELLBEING

Job Description

Responsible to:	Community Wellbeing Manager
Responsible for:	None
Conditions of Service:	40 hours per week full time equivalent 25 days holiday per annum full time equivalent Plus pension contribution to Valley House group personal pension scheme
Salary	£20,000 per annum full time equivalent
Location:	Coventry

Main Purpose of Job

- To deliver and contribute to developing an innovative service of comprehensive emotional/psychological support to vulnerable and disadvantaged people.

Key Tasks and Responsibilities

- To receive referrals and carry out needs and risk assessments for new service users
- To develop a support plan in partnership and agreement with service users with regular reviews
- To provide consistent comprehensive emotional and psychological support to service users to enable them to develop better coping strategies and life skills or begin to address longer term underlying issues
- To signpost and support service users to access a variety of additional resources and agencies including services for children, maintaining accommodation, budgeting, maximising income, debt management and independent living skills
- To take responsibility for following-up child protection and safeguarding issues and concerns
- To enable service users to access further therapeutic and counselling options as appropriate
- To communicate and develop excellent working relationships with other relevant agencies
- To act as an advocate ensuring the rights of service users are upheld and promoted
- To work closely with the Community Wellbeing Manager to develop innovative, flexible support approaches that include active use of telephone, social media, text and Skype as well as direct face-to-face support and group work, drop-in facilities and advocacy for clients
- To model good practice and mentor all staff and volunteers as appropriate
- To regularly monitor and report on outcomes and support needs associated with the service
- To undertake as appropriate data collection, record keeping, report and case study writing

Corporate Responsibilities:

- Adhere to all Valley House policies
- Ensure the effective implementation of Valley House Equality and Diversity policies
- Ensure the service user is at the heart of all service delivery and development
- Attend all meetings and training relevant to your role

- Act as an ambassador for Valley House
 - To carry out other duties appropriate to the post as requested by your line manager or other manager or Board member
- 1. Whilst every endeavour has been made to outline all the duties and responsibilities of the post, a document such as this does not permit every item to be specified in detail**
 - 2. Workers should not refuse to undertake any work, which is not specified in this Job Description, but they should record any additional duties they perform and these will be taken into account when the post is reviewed.**
 - 3. Valley House is an Equal Opportunities Employer and requires its employees to comply with all current equality policies both in terms of equal opportunity for employment and access to services.**
 - 4. Valley House is committed to making any necessary reasonable adjustments to the job role and the working environment that would enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.**
 - 5. All posts at Valley House are subject to continued funding.**
 - 6. This job description may be subject to change by agreement from time to time to reflect the changing needs of Valley House and its funders.**

PERSON SPECIFICATION

QUALIFICATIONS & EXPERIENCE
NVQ 3 or equivalent experience in one or more of: Psychology/Social Work/Youth Work/Mental Health/Nursing/Community Development/Education
Certificate in Basic Counselling and/or Listening Skills or equivalent experience
Sustained experience as a professional working with people with diverse needs in a supportive and empowering way
Experience of working with vulnerable people to address complex emotional and multiple support needs
Experience of working with various models of intervention and support
Experience of working with conflict, distress and challenging behaviour
Experience of liaising with statutory and voluntary agencies
KNOWLEDGE & UNDERSTANDING
Mental health and emotional/ psychological support needs
Child protection and safeguarding vulnerable adults and young people
Professional services in the NHS Primary and Secondary Health Services, Social Care, Housing Agencies and other relevant agencies
SKILLS AND ABILITIES
Ability to make professional assessments and prioritise service user needs including signposting to other services as appropriate
Skilled in working directly with service users to assist them to sustain engagement and increase control in improving the quality of their lives
Excellent communication skills, both oral and written, appropriate to a variety of audiences
ADDITIONAL REQUIREMENTS
A current and valid driving licence and use of a vehicle
Ability to work flexible hours

Name:
(Block Capitals)

Signature:

Dated: