

An exciting opportunity has arisen for Support Workers to join the Community Wellbeing Service at Valley House. The successful candidates will be; part of an evolving service delivery working with multiple agencies; enabling people to make positive life changes and move closer to the workplace; part of a wider team from mixed disciplines experienced in pioneering innovative support approaches and be part of an established reputable organisation offering both generic and specialist support services.

The Valley House Community Wellbeing Service offers practical and emotional support to individuals 16 years+ struggling to access mainstream services. Support focuses on enabling individuals to develop healthier strategies to self-manage and improve their life choices and mental health and wellbeing. Approaches include one-to-one case and group work and peer support.

We are looking for staff who are flexible in their approach and passionate about supporting people from disadvantaged communities and have 3 posts available. In return we are offering £20K per annum (pro-rata for part-time), 25 days holiday plus bank holidays (pro rata for part time) and contribution to group personal pension scheme.

• 1 full-time (40 hrs), maternity cover for up to one year, in our Rooted project, funded by Big Lottery, Help Through Crises. Working alongside Citizens Advice Coventry, Rooted is available to anyone experiencing financial crises, who is homeless or vulnerably housed (or of imminent risk of eviction/failed tenancy/no recourse to public funds etc).

• 1 full-time (40 hrs) and 1 part-time (15 hrs), fixed term contracts until 31 August 2019, in our Helping You Help Yourself service. This service is funded by Big Lottery, Reaching Communities and support delivered focusses on creating different/new pathways to existing ones, developing community groups and piloting services with a view to gain funding to expand its outreach/service delivery. Job-share would be considered.

Duties will include:

* Receiving referrals and carrying out needs and risk assessments for new service users
* Developing a support plan in partnership and agreement with service users with regular reviews
* Providing consistent comprehensive practical and psychological emotional support interventions to service users to enable them to develop better coping strategies and life skills to begin to address longer term underlying issues
* Signposting and supporting 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
* Taking responsibility for following-up child protection and safeguarding issues and concerns
* Enabling service users to access further therapeutic and counselling options as appropriate
* Communicating and developing excellent working relationships with other relevant agencies
* Acting as an advocate ensuring the rights of service users are upheld and promoted
* Working 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
* Modelling good practice and mentoring all staff and volunteers as appropriate
* Regularly monitor and report on outcomes and support needs associated with the service
* Undertaking as appropriate, data collection, record keeping, report and case study writing

The successful Support Worker will have:

* 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 conflict, distress and challenging behaviour
* Experience of liaising with statutory and voluntary agencies
* Knowledge of mental health and emotional/psychological support needs
* 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

The closing date is 12 noon on Friday 30 November 2018. Interviews for Rooted will take place on 12 December 2018 and for Helping You Help Yourself, on 14 December 2018.