



## **Valley House Community Wellbeing Service**

### **Job Description**

#### **Support Worker (Accelerate)**

<b>Accountable to</b>	Service Manager
<b>Salary</b>	£22,304 p.a. (pro rata)
<b>Conditions of Service</b>	22.5 hours per week (solely employed on the Accelerate Project) 25 days holiday per annum (pro rata) Public Holidays (pro rata) Pension contribution to Valley House group personal pension scheme
<b>Qualifications and Experience</b>	<ul style="list-style-type: none"> <li>NVQ 3 in Health/Social Care or equivalent experience in one or more of these fields: Psychology/Social Work/Youth Work/Mental Health/Nursing/Community Development/Education essential.</li> <li>Sustained experience as a professional working with people with diverse needs in a supportive and empowering way preferably in a health and social care or equivalent organisational setting.</li> </ul>
<b>Job Purpose</b>	To deliver and contribute to developing an innovative service of comprehensive emotional/practical support (both on-site and in the community) to people (including those who are vulnerable and disadvantaged).

### **Main Duties**

- To work solely on the Building Better Opportunities Accelerate project taking referrals of potential service users into the service.
- To undertake a comprehensive need and risk assessments with individuals referred to the service.
- To develop a support plan in partnership and agreement with the service user to ensure identified needs are addressed, liaising with other relevant professionals as appropriate.
- To provide consistent comprehensive emotional and practical support to service users to enable them to develop better coping strategies and life skills or begin to address longer term underlying issues.
- To identify the need for and actively contribute to regular reviews of the support plans.
- 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 on child protection and safeguarding issues and concerns identified involving relevant staff and other agencies where appropriate.
- To enable service users to access further therapeutic and counselling options as appropriate.
- To communicate and develop excellent working relationships with other health professionals in the NHS Primary and Secondary Health Services, Social Care, Housing Agencies and other relevant agencies.
- To act as an advocate ensuring the rights of service users are upheld and promoted.
- To enable service users to have a voice in the operation of the service provided.

### **Other Duties**

- To work closely with the Service 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 service users.
- To model good practice and mentor all staff, counsellors-in-training and volunteers.
- To actively participate in team meetings to ensure the effective operation and development of the Community Wellbeing Service.
- To work within all Valley House values, aims and policies, procedures and good practice guidelines.
- To actively promote the principles of equal opportunities, anti-oppressive practice and the health and safety of workers, volunteers and service users.
- To work in a flexible manner including unsociable hours as the needs of the service and service users require.
- To participate in and take personal responsibility for own relevant training and personal/professional development, including individual supervision, line management and appraisal.
- 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 and other administrative duties as appropriate.
- To undertake any other duties as required in line with the scope and spirit of the job purpose, the title of the post and its grading and as agreed with the Service Manager.

This job is part of the Accelerate project funded by The National Lottery Community Fund and European Social Fund.

- 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 record any additional duties they perform that are not included in the Job Description 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 opportunities 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 and this role may be extended should more funding become available.**

## PERSON SPECIFICATION

<b>EXPERIENCE</b>
NVQ level 3 in Health/Social Care or in a related area of work and/or experience in one or more of these fields, Psychology, Social Work, Youth Work, Mental Health, Nursing, Community Development, Education etc.
Sustained experience as a professional working with people with diverse needs in a supportive and empowering way, preferably in a health and social care or equivalent organisational setting.
Experience of working with vulnerable people to address complex emotional and multiple support needs.
Experience of working with therapeutic models of intervention.
Experience of working with conflict, distress and challenging behaviour.
Experience of liaising with statutory and voluntary agencies.
<b>KNOWLEDGE &amp; UNDERSTANDING</b>
Mental health and emotional/ psychological support needs.
Best practice models of emotional support and good practice in relation to vulnerable people.
Issues faced by people who have/are experiencing Domestic Violence and Abuse.
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.
<b>SKILLS AND ABILITIES</b>
An established ability to make professional assessments and prioritise service users' needs including signposting to other services as appropriate.
Skilled in working directly with service users to assist them to sustain engagement and increased control in improving the quality of their lives.
An ability to identify, analyse and take action to counter discrimination, racism, disadvantage, inequality and injustice using appropriate strategies.
Effective and flexible verbal and written communication skills and work with a wide range of service users and professionals.
Competent in the use of IT tools, including Word, Excel and Outlook.
To be mobile and able to travel city wide.