

## **BANK SUPPORT WORKER**

### **Job Description**

|                                      |  |
|--------------------------------------|--|
| <b>Accountable to</b>                | Managers of Valley House Services  |
| <b>Salary</b>                        | £12.43 per hour includes holiday pay   |
| <b>Hours</b>                         | As and when required   |
| <b>Qualifications and Experience</b> | Experience of working with people in a supportive and empowering way.                    |
| <b>Job purpose</b>                   | To offer a quality service to people using Valley House services within a team approach. |

### **Service Delivery**

- 1.1 Contribute to the services' shifts between 8.30am – 5.30pm, Monday to Friday and group work responding to existing and potential service user needs.
- 1.2 Actively participate in the on-call Rota (if applicable)
- 1.3 Respond to referrals from individuals and from other agencies including police, social services, housing emergency duty teams and other statutory and voluntary agencies.
- 1.4 Carry out assessments as required to ensure an appropriate service is offered to people who are referred.
- 1.5 Ensure a safe, secure and supportive environment to all service users.
- 1.6 To actively participate in all services as required.

### **Service User Support**

- 2.1 Welcome new and potential service users to Valley House.
- 2.2 Support service users (individuals, families and children) to assess their own needs including housing, health, training, leisure, group work and emotional support.
- 2.3 Work with service users experiencing a range of challenging and complex needs.
- 2.4 Offer advice and guidance regarding appropriate services with Valley House or externally.
- 2.5 Act as advocate on behalf of service user.
- 2.6 Enable service users to interact positively with each other and their local community.
- 2.7 To support service users to identify any risk and needs and devise safety and support plans as appropriate.

## **Other**

- 3.1 As part of the Valley House Bank staff team to work with all Valley House services and actively participate in all relevant meetings/groups and outreach work where appropriate.
- 3.2 Liaise and work effectively with other professionals and agencies in partnership with and on behalf of service users and Valley House.
- 3.3 Work within confidentiality guidelines.
- 3.4 Maintain accurate records, files and case management systems as required.
- 3.5 Participate in, and take personal responsibility for, own relevant training and personal/professional development, including individual personal development reviews.
- 3.6 Work within Valley House values, aims and policies, procedures and good practice guidelines.
- 3.7 To undertake any other duties as agreed with their line manager.

- 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

|   |
|---|
| <b>EXPERIENCE</b>   |
| Experience of working with vulnerable people in an empowering way                             |
| Experience of working with conflict, distress and challenging behaviour                       |
| Experience of liaising with other statutory and voluntary agencies                            |
|   |
| <b>KNOWLEDGE &amp; UNDERSTANDING</b>  |
| An understanding of good practice in relation to vulnerable adults and children               |
| Knowledge of statutory and voluntary support agencies in Coventry                             |
| Best practice in Safeguarding children, vulnerable adults and young people                    |
|   |
| <b>SKILLS AND ABILITIES</b>   |
| Effective verbal and written communication skills to support individuals                      |
| Ability to make sensitive and immediate assessments and decisions appropriate to circumstance |
| Ability to develop and maintain contacts with service users in a professional manner          |
| Ability to identify and access appropriate resources  |
|   |
| <b>ADDITIONAL REQUIREMENTS – not essential</b>  |
| Be mobile and able to travel at short notice – car driver with use of a vehicle               |
|   |