

Job Description

Position:	Support Worker
Department/Service:	Future Support
Job Status:	Permanent (Subject to Funding)
Hours of Work:	20 Hours per Week – subject to Four Day Week scheme following probation period
Leave:	23 days per annum (Pro Rata), plus Bank Holidays
Location:	Baseline Centre, Knowland Grove, Norwich, NR5 8YD
Salary:	£12,952 (FTE of £23,961)
Application Deadline:	30 th October 24 – with potential for deadline to be brought forward subject to applications received
Interview Date:	T.B.D.

Vision statement:

Our vision is of vibrant and strong communities where everybody can live independent, safe and happy lives.

Context and purpose of the job:

The Support Worker role is part of the 'Future Support' service and will operate from within our Baseline community support centre in Norwich.

The role will involve assessing the support needs and agreeing support plans to deliver flexible, effective, hand-on help to local residents across a range of themes, and providing specialist advice and help in welfare benefits.

The role will work closely with the Baseline support team and local agencies, to ensure that the needs of local residents are well understood and that the service is shaped to meet these needs in accordance with the organisations vision and values.

Personal Profile:

We are looking to appoint an experienced Support Worker to join our friendly team in Norwich. You will have experience in providing high quality advice and information, ideally specialising in welfare rights and benefits, but also have good understanding of a range of subjects including housing, health, employment, finance and wellbeing.

You will understand the issues and barriers affecting benefit claimants and people on low incomes, and will be adept at supporting vulnerable adults to overcome their challenges and become independent by using effective support planning.

You will be empathetic, caring, sensitive, and patient, but willing to apply appropriate challenge to the people you support and other colleagues/professionals as required. You will be able to quickly develop relationships of trust with service users and will have a tenacious and committed approach to achieving the best outcomes for them. You must be willing to go the extra mile to exceed expectations and deliver a first-class service. Finally, you will be able to work flexibly as part of a large team, and also autonomously whilst demonstrating confidence in your abilities and the role.

About Future Projects: Future Projects is a registered charity which was founded in 2000 by two volunteers who had become increasingly frustrated at the social exclusion, poverty, and lack of support available in their local community. They recognised that the issues people faced on their local housing estate in Norwich – one of the most deprived in the U.K. – could not be resolved by simply addressing one problem at a time in isolation. So they set about working with the local community to understand their needs and ambitions, and developed projects in youth work, education, media and advice along the way.

Today, we aim to help people in difficult situations build in their strengths and capabilities, and to develop the skills confidence and resilience to take control and transform their lives. We do this by providing high quality services in the community which promote education, health & wellbeing, skills, employment and improved life chances.

Our current projects and services are organised in three distinct departments as set out below.



Key Deliverables: The key deliverables outline the priority tasks and responsibilities of this post, against which the post-holder will be held to account.

1. Ensure that the advice, guidance and support provided is of the highest possible standard and considers empathy, compassion and respect for clients at all times
2. Develop and grow specialist knowledge in relation to welfare rights and benefits systems and apply that knowledge in both the planning and delivery of the service
3. Develop and maintain effective networks and partnerships with local stakeholders to promote and develop the service for the benefit of local residents
4. Follow safety systems and other operational procedures relating to the delivery of community support services at all times, including but not limited to safeguarding, health & safety, lone working, security, and data protection and confidentiality etc.
5. Capture and record accurate and timely monitoring and management information in relation to the delivery of the service, including but not limited to: case notes, client data consents, risk assessment and management plans, case reviews, information sharing agreements, client outcomes data and so on.

Other duties and responsibilities:

Service Delivery

- Deliver face to face advice, guidance and practical support to clients across a range of themes including: welfare rights, health, housing, finance, criminal justice, and wellbeing
- Deliver specialist support directly to clients in complex cases where a high level of expertise is required
- Deliver group-based support, training, or capacity development where appropriate to enable clients to manage their own support needs independently in the long term
- Ensure that the service is client focused, consistent and of the highest quality in terms of the delivery of advice, guidance and support
- Ensure that equality of opportunity and diversity are embedded throughout all aspects of delivery of the service
- Ensure that support plans are outcome focused, co-produced, and provide opportunities for capacity building in order to promote independence
- Support clients to access other agencies or provision where additional specialist support is required or where other services may be best placed to help
- Undertake outreach activities to provide support services to those unable to travel, including one-to-one meetings at other premises or in the client's home
- Keep abreast of client trends/needs and wider external developments affecting the service, and supporting the Service Manager to develop the service to meet these needs.
- Implement systems and mechanisms to ensure that stakeholders and service users are able to contribute to the design, development and delivery of the service, ensuring accountability to the communities we serve.
- Take responsibility for the safe use of the 'community support venues, ensuring health and safety, security, and safeguarding systems are implemented effectively
- Ensure the service complies with funder/commissioner requirements and provide monitoring/evaluation reports as required

Financial Management

- Follow the organisation's financial procurement procedures to purchase minor items as required and under the direction of the Support Services Manager

Staff and Volunteer Management

- Attend and contribute to whole-team meetings and participate in internal and external/clinical support and supervisions as required
- Participate in the recruitment, induction and training of volunteers to support the service and contribute to the organisations vision and values. Work closely with volunteers, ensuring they receive the support and direction required to carry out their roles effectively
- In conjunction with the Management Team, promote a common culture across the charity, including good teamwork and lines of communication between all members of staff.

Wider environment

- Keep up to date with changes in legislation, best practice and local policy to inform developments in the service, particularly with regard to welfare rights and benefits.
- Promote the work of Future Support services locally through networks, partnerships and other initiatives.
- Represent Future Projects in a professional way at relevant meetings and networking functions to build on good practice and development opportunities.

Other duties and responsibilities

- Promote the aims, policies, and objectives of Future Projects.
- Develop a good working knowledge of the operational area, its demographics, key communities, third, private and public sector contacts, networks and partnerships
- Represent the Support Service at events and present information about Future Support to audiences as required
- Maintain confidentiality in the working environment, ensuring that the privacy and dignity of clients are protected at all times
- Undertake such other duties as may lie within the scope of this post to ensure the effective delivery and development of the service
- Undertake such other duties as may lie within the scope of this post

This role profile is not exhaustive and is subject to review in conjunction with the post holder and according to future changes/developments in the service.

Job environment: significant flexibility in working patterns and hours will be afforded, however the majority of the post's working time will be during ordinary office hours, with a mix of home and community working and in-office presence. This includes regular visits to the charity's premises and bases of operation across Norfolk. On occasions there will be a need for evening and weekend work subject to the needs of the charity.

Supervision: The post holder will report directly to the Assistant Support Manager and will be subject to regular performance reviews and support sessions.

Line Management Responsibility: There is no line management responsibility attached to this role.

Health and Safety/Safeguarding: The post holder must comply with policies and procedures relating to health and safety, security, confidentiality, data protection, vulnerable adults and safeguarding children, and preventing extremism and radicalisation; and report all concerns or disclosures to the appropriate person.

Future Projects is committed to safeguarding children and vulnerable adults and expects all staff and volunteers to share that commitment. Our primary concern is always the safety and wellbeing of children and vulnerable adults.

- The Charity's Designated Safeguarding Lead for Children is: Jane MacLennan– Deputy Head Teacher at Future Education: j.maclennan@futureeducation.org.uk 01603 251 310
- The Charity's Designated Safeguarding Lead for Vulnerable Adults is: Grace Richardson – Support Services Manager: g.richardson@futureprojects.org.uk 01603 250 505

Future Projects will provide a programme of induction and training to include Health & Safety and Safeguarding, and will make external training available as required.

Equalities: The post holder must be aware of, support and promote equality and diversity in all its forms, and ensure that clients have equality of access to the services on offer. In the context of this role, this includes being mindful of audiences' access requirements to information, facilities and services and making reasonable adjustments where appropriate.

Future Projects is an equal opportunities employer, a Living Wage employer, and a Disability Confident employer; more information available on request.

Pre-employment checks: Employment will be subject to satisfactory pre-employment checks such as right to work in the UK and enhanced checks from the Disclosure and Barring Service. Please see the application form for guidance.

Application Guidance

When completing your application form, please refer directly to the **Context and Purpose of the Job** and **Personal Profile** sections of the job description.

Please include relevant details of your training, experience, knowledge and skills in relation to these sections. Applications will be shortlisted for interview on the basis of this.