

## **JOB DESCRIPTION**

<b>Job Title:</b>	Support Worker
<b>Based at:</b>	Restart Offices, Burslem, Stoke-on-Trent
<b>Responsible to:</b>	Support Worker
<b>Hours:</b>	Full time - 35 hours (this post does involve flexible working)
<b>Salary:</b>	£17,500 - £18,500 dependent upon experience and qualifications
<b>Contract:</b>	Permanent, subject to 6-month probationary review.
<b>Responsible for:</b>	<p>To work as part of a team to successfully resettle ex-offenders into the community and provide on-going support to achieve and maintain independent living</p> <p>To work with partners and agencies to improve the health and well-being of clients</p> <p>To contribute towards local crime reduction strategies, particularly to reduce crime and the fear of crime experienced by members of local communities</p>

### **Main Duties**

#### **Core Services:**

1. Prior to their release, to identify and make contact with prisoners who will be returning to the North Staffordshire area after serving a custodial sentence
2. Prior to release and in consultation with the Prison and Probation services to undertake an induction programme
3. Undertake risk assessments for each client and recognise the changes in risk level taking appropriate action
4. Assessing the practical and emotional needs of a client and drawing up a plan using the outcome star. Working with clients to identify their needs and risks and to identify short and long term goals
5. To ensure that the agreed support for clients is available, providing information and advice on the issues surrounding offending behaviour. Providing support by talking to clients and identifying possible solutions to support their need. This includes helping clients to budget and handle money, advising clients on practical issues, helping clients get suitable housing and Co-ordinating drop-in sessions for clients
6. To maintain client records, files and evidence as outlined by your line manager

7. To support clients to engage with our skill development, volunteering and mentoring programmes as part of their Licence Agreement. Including Supporting clients to deal with drug and alcohol problems and to make referrals to other services as required
8. To establish and maintain good working relationships with statutory, private and voluntary organisations, particularly Police, Prison/Probation, Health, Education/Training, Employment
9. To communicate and engage with local communities to develop their understanding of the needs of ex-offenders
10. To liaise with team members to ensure that all housing stock is maintained to our agreed standards

**General:**

11. To work collaboratively as part of the wider Restart team, with partners, communities and people of all faiths and none
12. To operate within financial controls and budgetary systems to ensure the proper accounting of service resources
13. To monitor and co-operate with the evaluation of the work of the Restart service
14. To provide the line manager with regular reports and assessments
15. To investigate and report ways in which the service could be developed and/or improved
16. To adhere to the policies and procedure as specified by the Saltbox Trustees
17. To undertake such other duties as may be required by your line manager and/or the Saltbox Management Team which are commensurate with the position

**Personal Responsibilities:**

18. Undertake regular personal supervision and appraisal
19. Undertake training as identified by your line manager and/or the Saltbox Management Team

January 2016

**PERSON SPECIFICATION**  
**Support Worker**

	<b>Requirements</b>	<b>Essential</b>	<b>Desirable</b>
<b>Skills / Experience / Knowledge</b>	<p>At least 2 year's previous experience working in a position particularly with those who suffer from discrimination and require support relating to housing and homelessness and at least one of the following:</p> <ul style="list-style-type: none"> <li>• Substance misuse</li> <li>• Offending or at risk of offending</li> <li>• Mental health and/or learning disabilities</li> </ul>	√	
	A relevant qualification in community work, social work/care, or a related field	√	
	A proven ability of working with ex-offenders. Experience and understanding of issues facing vulnerable adults and their families	√	
	Ability to work under pressure, prioritising different areas of work according to need and producing work of a high standard	√	
	Experience or knowledge of statutory and voluntary section partnerships and agencies that support vulnerable people		√
	Developed networking, motivational and interpersonal skills	√	
	Good listening skills	√	
	An interest in people and a commitment to helping others	√	
	The ability to communicate clearly and sensitively with vulnerable people and their families and other organisations	√	
	The ability to produce written material to a high standard	√	
	Awareness and sensitivity of working with people from other faith communities and denominations		√
	Experience of financial management skills working to agreed budgets		√
	Experience of maintaining accurate ongoing records, providing statistical information, project evaluation and maintaining an audit trail	√	
	Time management skills and the ability to meet the needs of several clients at one time. An organised, efficient and flexible approach to the job	√	

	Working in partnership with the team to enhance overall delivery of the service and ability to work independently	√	
	Experience of Outcomes Star as part of the development of a support plan	√	
	The ability to initiate and sustain new ideas and methods of working		√
	Ability to adopt a supportive and motivating approach to the client group	√	
	Computer and other data management skills	√	
<b>Personal Qualities</b>	Self motivated and able to work under own initiative as well as within a team	√	
	Maintaining a professional approach that enhances the reputation of Saltbox	√	
	Willingness to undertake regular personal supervision	√	
	Ability to drive with own transport	√	
	Willingness to work flexibly within a developing environment with a 'can do' attitude	√	
	Ability to work under pressure	√	
	A respect for client confidentiality	√	
	A high level of patience and emotional resilience	√	
	A non-judgmental attitude regardless of the client's needs or situation	√	