

## Job Description – Support Worker

Job Title:	Support Worker
Employed by:	Saltbox
Based at:	Bemersley House, Gitana Street, Hanley, ST1 1DY and other Saltbox locations as required
Salary:	£18,500 - £19,500 – depending on Experience
Hours:	Full Time: 35 hours - Monday to Friday 9am - 4:30pm – some flexible work may be required
Responsible to:	Senior Support Worker
Responsible for:	Working as part of a team to successfully resettle ex-offenders and or the homeless into the community and provide on-going support to achieve and maintain independent living.
Contract:	Permanent
Recruitment:	This post is subject to a satisfactory DBS and reference checks

### Purpose of the role

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. To work with partners and agencies to improve the health and well-being of the clients. To contribute towards local crime reduction strategies, particularly to reduce crime and the fear of crime experienced by members of the local communities

### Summary of Main Duties

- a) Prior to release and in consultation with the Prison and Probation services to undertake an induction programme
- b) Undertake risk assessments for each client and recognise the changes in risk level taking appropriate action
- c) Assessing the practical and emotional needs of a client and drawing up a Client Pathway plan, working with clients to identify their needs and risks and their short and long term goals

## **Key areas of Responsibility**

- To ensure that the agreed support for clients is available, providing information and advice on the issues surrounding offending behavior
- 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
- To maintain client records, files and evidence as outlined by your line manager
- To support clients to engage with our skill development, volunteering and mentoring programme 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
- To establish and maintain good working relationships with statutory, private and voluntary organisations, particularly Police, Prison/Probation, Health, Education/Training, Employment
- To communicate and engage with local communities to develop their understanding of the needs of ex-offenders
- To liaise with team members to ensure that all housing stock is maintained to our agreed standards
- To work collaboratively as part of the wider Restart team, with partners, communities and people of all faiths and none
- To operate within financial controls and budgetary systems to ensure the proper accounting of service resources
- To monitor and co-operate with the evaluation of the work of the Restart service
- To provide the line manager with regular reports and assessments
- To investigate and report ways in which the service could be developed and/or improved
- To adhere to the policies and procedure as specified by the Saltbox Trustees
- 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
- Undertake regular personal supervision and appraisal
- Undertake training as identified by your line manager and/or the Saltbox Management Team

### Person Specification for Support Worker

Requirements		Essential	Desirable
<b>Skills / Knowledge / Experience</b>	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: <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 writing action plans to support the Client	√	
	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 including basic computer skills and the ability to use word and excel	√	
<b>Personal Qualities</b>	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	√	



## **Other Information:**

### **Saltbox: Restart:**

Restart provides supported housing for those who are homeless or at risk of homelessness to make changes towards a better life. Our Clients have multiple and complex needs.

Saltbox is an organisation with Christian values and principles. Saltbox services support those with all faiths and none. It is not a requirement to be a Christian to work for Saltbox; however, staff are expected to behave in accordance with our Values and Guiding Principles, which are detailed below:

### **Values:**

Our message to individuals, communities and organisations is:

- You are valuable
- You have purpose
- You can be forgiven
- You can trust
- You can serve
- You can make a difference

### **Saltbox's Guiding Principles:**

1. We are an organisation with Christian values & principles
2. We aim to make a difference to communities & to see individual lives transformed
3. We seek to work in partnership & seek collaborative opportunities to strengthen communities
4. We strive to be caring, professional & hardworking at all times