
Job Description

Are you looking for a new challenge, the opportunity to develop and progress with a growing company?

Do you have experience of working with people with substance misuse, mental health, domestic abuse, problematic housing and other complex needs?

Are you empathetic, understanding and have a 'don't give up' attitude towards the people you support?

Well, Browns Community Services may be the organisation for you. Established in 2015, Browns Community Services is a national award-winning organisation that supports individuals and families with complex needs across the Thames Valley. We pride ourselves in putting the needs of our service users first.

Our Intensive Support Service is working across Slough, Maidenhead and Bracknell; you would support some of East Berkshire's most disadvantaged clients with multiple complex needs and help them break down their barriers to employment. This role will see you support both male and female clients across East Berkshire.

MAIN DUTIES & RESPONSIBILITIES

- To hold a small caseload of clients with complex and multiple needs.
- Build supportive, trusting relationships with clients.
- Set realistic, achievable individual plans with clients.
- Introduce clients to and support them to access appropriate services, both within Browns Community Services and within existing provision elsewhere to unlock specific barriers to progression.
- Attend probation appointments; meet with probation officers and support clients to comply with their probation orders.
- Attend court with clients; support them to access and work with solicitors and attend hearings.
- Keep links with clients if they go into prison via phone, video-link and prison visits.
- Meet with clients on day of release from prison and support integration into the community.
- Support clients to apply for benefits; attend Job Centre appointments, assessments and tribunals.
- Support clients to access housing pathways; complete housing/homeless applications, gather supporting evidence, attend appointments and assessments with local authorities.
- Support clients to sustain accommodation; making and sustaining repayment plans, reporting repairs, addressing repairs and complying with tenancy agreements.

- Support clients to access medical appointments; registering with GP, making and attending appointments.
- Support clients to access mental health services; complete referrals, attend assessments and reviews.
- Support clients to access drugs & alcohol services; make referral, attend appointments, groups and review meetings with key worker and service GP.
- Developing productive relationships with local authorities, drugs and alcohol services, probation services, mental health services, courts and police officers to improve service outcomes and to provide holistic support to clients.
- To monitor client progress on our Outcome Star database and case note client contact on Charity Log database.
- Support the Project Manager and Senior Support Worker, produce monthly and quarterly reports as and when required.

Reference ID: East Berkshire Support worker – ISS x2

Job Types: Full-time, Permanent

Salary: £22,500 - £24,500.00 per year (depending on experience)