

JOB DESCRIPTION

Browns Intensive Senior Support Worker - East Berkshire Area

Responsible to: Resettlement Manager

Operational Area: East Berkshire - Slough, Bracknell, RBWM.

Hours: Mon - Fri 09:30-17:30

Contract: Permanent

Salary: £29,500.00 per year

Start date: ASAP

About Us: Established in 2015, Browns Community Services has been growing continuously as an organisation who provides bespoke adult social care across the Thames Valley region. We pride ourselves in putting the needs of our service users first.

Our Aims: Giving vulnerable adults with multiple complex needs a sense of self-worth, confidence, and the tools to thrive. To see significant improvements in recued re-offending, tackling substance abuse, reducing domestic abuse, mental health, well-being, and employability skills and to break troublesome transgenerational cycles and improve lives.

JOB SUMMARY

Our award-winning Intensive Support project is seeking two extremely experienced Senior Support Worker, who have a proven track record working with offenders / ex-offenders, people with substance misuse issues, mental health and those who require a higher level of Intensive Support. As our Senior Support Worker, you will work with clients who are high and low risk offenders including sex offenders, violent offender, and those who in the past have been subject to MAPPA. You will be working with male and female clients.

Each individual will receive 1:1 support with a support worker that starts with a bespoke person-centred support/action plan. The service offers practical wrap around support, advice, and information, working to empower individuals to take control and make positive changes to their lives, allowing them to achieve their personal ambitions and potentially a route back to employment.

We are looking for a passionate, committed, and insightful individual, with demonstrable experience of community outreach. You will also be dynamic with a solution-focused approach to helping people make positive changes in their lives.

MAIN DUTIES & RESPONSIBILITIES

- To hold a caseload of clients with complex and multiple needs living across East Berkshire - Slough, Bracknell, RBWM.
- Create a positive working atmosphere and lead by example.
- To have the ability to build supportive, trusting relationships with clients who have multiple needs and live very chaotic lifestyles.
- Have a proven minimum of 3 years working experience in giving support and advice and guidance to clients so they can be linked in with the relevant services.
- Undertake support work in partnership with external stakeholders to complement their interventions.

- 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.
- Support clients to undertake the next steps in their progressive journey and to sustain engagement with services.
- Attending court and prison, police stations with clients, keeping links with clients if they go into prison.
- Supporting clients to claim benefits and attend meeting with clients.
- Support clients who may be homeless, to gain accommodation.
- To be able to evidence monthly though reports on your clients progress on our Outcome Star database.
- Set realistic, achievable individual plans with clients with appropriate supported steps towards their goals. To ensure actions are completed on time and new ones set.
- Provide detailed specialist knowledge, training, advice, and guidance to all support workers within the ISS service in specialisms related to ex-offenders, housing/homelessness, substance misuse, Domestic Abuse and Sexual Violence-related topics child and adult. Undertake training courses when required to maintain and enhance knowledge.
- Support the service Manager / coordinator in the process of monitoring incoming work and prioritising workload based on demand, risk and vulnerability to ensure that work is delivered to specific deadlines and an effective service is provided.
- Meet all required deadlines in a high-pressure environment. Maintain quality standards, data protection requirements and information security requirements, upholding the values of performance, innovation, responsibility, respect and integrity.
- Support client's stabilisation so they are better prepared to seek and retain employment.
- Build strong networks with local organisations and represent Browns at meetings and events to promote the service.
- To produce monthly and quarterly reports as and when required to the Manager.
- Can demonstrate initiative, enthusiasm & flexibility.

Requirements & Skills

- Applicants must have NVQ2 qualification in healthcare or equivalent qualification/experience or willing to undertake training.
- Minimum of 3 years' experience of supporting clients with complex needs out in the community working with either offender, homeless, substance misuse.
- A full driving license and use of a car is essential for this role is essential.
- Able to work outside of normal working hours if need to pick a client up from prison or attend court for example.
- Able to work outside normal working hours i.e., attendance at occasional evening and week-end events. Sometimes you may need to swap the day you work to be able to support a client.

HEALTH & SAFETY

Browns Community Services is committed to ensuring the health, safety and welfare of its employees and it will, so far as is reasonably practicable, establish procedures and systems necessary to implement this commitment and to comply with its statutory obligations on health and safety. It is the responsibility of each employee to familiarise themselves and comply with the organisation's procedures and systems on health and safety. Primary responsibilities are:

- To report all Health & Safety occurrences including potential hazards to line manager
- To comply with Browns Community Services Health & Safety Policy and Regulations
- To adhere to the Safeguarding Children & Vulnerable Adults Policy and Procedures.
- To adhere to the Safer Recruitment & Selection Policy & Procedure.
- To report any safeguarding incidents or concerns immediately to your Designated Safeguarding Officer or Lead Designated Safeguarding Officer.
- To complete any Safeguarding Awareness training as required by Browns Community Services CIC
- If required for your post, undertake an enhanced DBS check and maintain annual membership through the update service.

ADDITIONAL RESPONSIBILITIES

- Adheres to all the policies and procedures of the organisation
- Commits to Continual Professional Development and undertake any training and development deemed necessary to fulfil criteria of post
- Any other duties commensurate with the level of the post.

It is a requirement for this post that an enhanced DBS disclosure check will be undertaken for the successful candidate.