



<b>Position:</b>	Generic Support Worker
<b>Partnership:</b>	Rutland Access Partnership
<b>Service:</b>	Community Prevention & Wellness Services
<b>Hours:</b>	37 per Week
<b>Responsible to:</b>	Support Services Team Manager
<b>Pay Scale:</b>	Up to £19,012

### JOB PURPOSE

Rutland Access Partnership (RAP) is a partnership between The Bridge, Citizens Advice Rutland and Spire Homes. RAP are delivering the Community Prevention and Wellness Services on behalf of Rutland County Council, effective from 1<sup>st</sup> April 2017.

The Community Prevention and Wellness Service will help Rutland citizens to maximise their health and wellbeing and contribute to the collective welfare and prosperity of the community. RAP will deliver an effective first response to all, through an interactive website, single telephone number and drop in services. Key services include short term support, long term support, information and advice, sensory impairment, dementia and older people's services, volunteering, housing and homelessness advice, healthy lifestyles, including a quit smoking service.

The post holder will be part of a team of 6 support workers providing short and long term support to people accessing the service. They will offer flexible support, be responsive to changing needs and work to support individuals to develop the skills necessary for achieving and/or sustaining personal resilience and independent living.

### JOB DESCRIPTION

#### Community Prevention and Wellness Services

- Engage with clients in a friendly, courteous, prompt and appropriate manner, using excellent communication skills and ensuring delivery of high quality customer service at all times
- To support individuals of all ages and client groups in both a reactive and proactive way, conducting support visits, providing high quality Information, Advice and Guidance, completing comprehensive case notes, external signposting and referrals and evidencing outcomes
- To assess risk in relation to clients and activities, taking a positive approach to risk management to maximise people's choice and control over their services

- To be aware of the needs of a diverse range of client groups including those unable to access services directly and to refer these clients onto other services effectively
- Actively promote RAP Services and engage local people in the most appropriate way
- To identify unmet need in communities and respond appropriately
- Encourage individuals to make their own decisions, promote rights, choice, dignity and independence
- Support each person to make full use of community facilities and to actively encourage their participation in community groups/activities and peer support

### **Additional Support Needs**

- Provide ongoing face to face, telephone and email support to clients for a period of up to 1 year, to develop their skills and confidence in addressing support needs and empowering them to live independently
- Support clients to maximise their income through checking their benefit entitlement, assisting with initial claims, follow up paperwork and budgeting support
- Offer low level advice and guidance to enable clients to make plans for their future e.g. accessing training or education, work experience or volunteering opportunities
- Signpost to partner and specialist agencies where more complex and in-depth advice around housing, welfare and debt is required
- Assess lower level mental health needs using a recognised Mental Wellbeing Scale
- Offer brief advice on a range of wider health and wellbeing needs such as low level substance misuse, physical health, healthy weight, sexual health and smoking cessation and signpost where appropriate
- Take a multi-agency approach in order to ensure clients are able to access the range of support they require in a timely manner

### **Other Responsibilities**

- To take responsibility for your own time management and administration
- Attend Support Services Team Meetings
- Make necessary links to local services and stakeholders
- Ensure consistent delivery of high levels of service to all customers
- Develop strong and positive working relationships and communicate effectively with all partners and stakeholders including those within local voluntary, community and faith groups/agencies, relevant RCC staff and other key professionals

### **General**

- To provide written and verbal reports to both the Chief Officer, the Board of Trustees and to contribute to external reports as required
- To comply with The Bridge policies and procedures
- To take responsibility for producing your own correspondence
- To undertake relevant training, attend relevant conferences and to update yourself regularly on housing policy and law developments
- To apply good equal opportunities practice in all your dealings, in line with The Bridge's Equal Opportunities policy

- To undertake other duties as required by the Chief Officer to ensure the smooth running of The Bridge
- To take responsibility for your own health and safety and that of others in line with The Bridge's Health and Safety policy

**PERSON SPECIFICATION**

<b>Knowledge and Experience</b>	<b>Essential</b>	<b>Desirable</b>
<ul style="list-style-type: none"> <li>• An understanding of the principles of supporting people to be resilient and live independently</li> </ul>	✓	
<ul style="list-style-type: none"> <li>• Good working knowledge of benefits &amp; income maximization</li> </ul>	✓	
<ul style="list-style-type: none"> <li>• Knowledge of the needs of homeless people and the social, health &amp; economic issues affecting them</li> </ul>	✓	
<ul style="list-style-type: none"> <li>• Knowledge of services available for specialist support</li> </ul>	✓	
<ul style="list-style-type: none"> <li>• Knowledge to provide low level substance misuse, physical health, healthy weight, sexual health and smoking cessation advice</li> </ul>	✓	
<ul style="list-style-type: none"> <li>• Experience of working with vulnerable people</li> </ul>	✓	

<b>Skills and Abilities</b>	<b>Essential</b>	<b>Desirable</b>
<ul style="list-style-type: none"> <li>• The ability to assess needs, create action plans and motivate people to achieve their goals</li> </ul>	✓	
<ul style="list-style-type: none"> <li>• The ability to assess lower level mental health needs using a recognised Mental Wellbeing Scale</li> </ul>	✓	
<ul style="list-style-type: none"> <li>• The ability to work positively with partner agencies ensure clients are able to access the range of support they require</li> </ul>	✓	
<ul style="list-style-type: none"> <li>• The ability to work positively with people with challenging or difficult behaviour</li> </ul>	✓	
<ul style="list-style-type: none"> <li>• The ability to work on your own initiative, contribute to team issues and effectively use supervision</li> </ul>	✓	
<ul style="list-style-type: none"> <li>• Full UK driving license/car owner and ability to attend appointments &amp; meetings throughout Leicestershire</li> </ul>	✓	

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Values	Essential	Desirable
<ul style="list-style-type: none"> <li>• Acts fairly and promotes justice within the organisation and in relation to the needs and rights of people who use our services</li> </ul>	✓	
<ul style="list-style-type: none"> <li>• A high level of commitment to and understanding of the principles of confidentiality</li> </ul>	✓	
<ul style="list-style-type: none"> <li>• A high level of commitment to ensuring that The Bridge's Values and Principles are embedded in your day to day work</li> </ul>	✓	