



Job Overview: Trainee Support Worker

The role of Support Worker is highly varied including one-to one support in the office, accompanying clients to appointments or visiting in prison or other locations as required. The support worker may work in the drop in centre if required.

The successful applicant will provide support to Barnabus service users with respect to accommodation, benefit claims, rehabilitation services and any other issues the service user may present. You will work with other agencies and charities to help your clients. You may have some experience either working or volunteering for organisations which help the homeless or vulnerable people. You may have experienced being homeless personally.

You will have a flexible, caring attitude, be intuitive, self motivated and have the ability to prioritise your workload under pressure, remaining calm and respectful of persons at all times. You will have excellent communication and organisational skills and be competent in the use of Microsoft Office systems such as Outlook, Word and Excel.

Hours and Location

Permanent position – 35 hours per week - Monday to Friday 9.00am – 4.00pm.
Based at our Support Office: 61 Bloom Street, Manchester M1 3LY

Responsible to

Head of Support

Key Accountabilities

Support Work

- To provide ongoing support to individuals referred to the project.
- To agree in negotiation with the individuals involved the nature of their problems and needs, with full regard for their stated needs and preferences.
- To provide as full an holistic assessment as possible and agree an appropriate support plan with individuals, which takes account of their full range of needs in conjunction with other agencies.
- To advise people about the financial implications of any housing options and to ensure that they secure full benefit entitlement.
- To provide advice and practical assistance where appropriate to individuals in setting up home or to ensure that support is provided by another agency.
- To identify appropriate housing and support.
- To enable access to primary health care and specialist mental health services.
- To establish effective joint working arrangements with other agencies and to provide a central contact point for your client if necessary.
- To liaise regularly with all other support workers, Head of Support and drop in centre staff.
- To make every effort to maintain contact with clients even when placements break down or plans are abandoned.
- To support individuals in the development of personal and life skills with the aim of attaining greater

independence and self-esteem.

- To maintain up-to-date records on each individual.
- To maintain confidentiality and to refer to the Head of Support or CEO for assistance where needed.

General Duties

- Providing practical assistance at fundraising events
- Reception duties as required
- Assisting in the Beacon Drop In Centre as required

Requirements and Person Specification

Knowledge	<ul style="list-style-type: none">• GCSEs/NVQ in Health and Social Care an advantage but not a requirement• Previous experience in a Health and Social Care setting an advantage
Skills	<ul style="list-style-type: none">• Good use of written English expression and grammar• Good organisational skills• Good knowledge and use of MS Office packages i.e. Word, Excel, Outlook as well as using the internet• Ability to prioritise work and to work to short deadlines• Ability to work on own initiative and to adapt to rapidly changing situations• Ability to build rapport, be sensitive to situations, dignified and respectful in particular with service users• Ability to work with confidential information• Good communication and personal / social skills• Languages an advantage, especially Eastern European languages
Disposition	<ul style="list-style-type: none">• Inspired by the work of Barnabus• A committed and active Christian, or sympathetic to the Christian faith and willing to work as part of a faith organisation• To retain a sense of humour when under pressure• A willingness to be flexible and to assist when necessary with practical tasks outside normal duties• Self-motivated and intuitive (knowing without being told what needs to be done or how to act in certain situations)

Employment Terms

Holidays

Annual leave entitlement will be 25 working days per calendar year, excluding bank and public holidays.

New Staff Service

3 month probationary period

Salary

On application. This role is eligible for Automatic Enrolment for the Pension Scheme. More details are available should you be asked for a final interview.

Application

Please email your CV and covering letter stating why you want to work for Barnabus and why you would be suitable for the role to: Stephen Rowley, Head of Support: steve@barnabusmanchester.co.uk

Closing date for applications: **12pm Friday 21st September 2018**

First interview date: **Friday 28th September**

Final interview date: **Tuesday 1st October**

You will be required to spend one morning in our drop in centre should you be selected for interview: