



Vacancy for Senior Support Worker

Role description and information about how to apply.

Purpose of the Post:

The Shrewsbury Ark, run as a charitable enterprise by the Shrewsbury Christian Centre Association, is a day centre for the most vulnerable residents of Shrewsbury, offering advice and support in a warm and welcoming environment. The Ark will offer comfort whenever possible and will always care; and it will seek to help the vulnerable and those who feel excluded from society back onto their feet and will encourage them in their self-confidence and self-sufficiency to fend for themselves in future. The Senior Support Worker will assist the Manager of the Ark in putting this vision into effect, on half of the Trustees of the Charity.

The Senior Support Worker will be required to work 40 hours (5 days) per week, normally during the Ark's opening hours, although there may occasionally be a need for longer hours and/or work in evenings or at weekends for which, by arrangement with the Ark Manager, time off in lieu can be taken.

DUTIES AND RESPONSIBILITIES

- Complete Client Registration forms when an individual first arrives in the Ark assessing their principal needs. Signpost and refer as appropriate. (e.g., GP registration, registering as homeless etc). Organise as appropriate & chair 'my network meetings' on behalf of individuals to ensure they get timely support from other agencies; continuously assess the support they may require, both practically and emotionally. Complete all paperwork as required by the Ark's records' system, to ensure client's details are always kept up to date and confidential.
- Ensure that client support issues that arise during the day are passed on to the Ark Manager or in their absence the Deputy. Contribute to the resolution of those issues and of clients' other needs. This will include clients' use of the Ark's laundry facilities, shower and phone etc, assisting clients with applications for benefits, completion of forms and as appropriate acting as a navigator for clients in their dealings with other agencies.
- Work closely with volunteers.
- In partnership with the Manager lead the facilitation and development of the 'new' medical discharge team, working in partnership with several agencies including the Royal Shrewsbury Hospital to ensure that individuals who are rough sleeping/homeless can be discharged safely. To actively support the work of the Ark's outreach worker by working together to reduce health inequalities and barriers to accessing services.
- Identify and support individuals who may be ready to move into accommodation. Research potential properties contact landlords and relevant housing agencies to find and

secure accommodation. Then assess any needs those individuals may have, and support them with budgeting, house-keeping and basic living skills where necessary. Work to ensure they have what they need to make their house a home and to maintain the tenancy.

- Cooperate closely, constructively, and harmoniously with the Outreach team and with other agencies involved in the support of Ark clients, sharing information as appropriate.
- Keep an accurate record of furniture and white goods donations; ensuring that these are distributed appropriately to clients in new accommodation; oversee the PAT testing of any electrical items.
- Contribute to the safety and security of all in the Ark by ensuring that everyone arriving at the door is met with courtesy, following the protocols outlined by the Ark Manager.
- Identify any potential security or safety issues early and respond appropriately to support a calm conclusion; record and report any such incidents immediately to the Manager or in their absence the deputy.
- Ensure proper fire precautions and proper standards of health and safety are maintained throughout the Ark, and that proper standards of hygiene are maintained in the Ark generally and in the kitchen, shower rooms and café areas.
- Ensure that all cleaning has been completed to a high standard and that the daily check sheets are signed and kept up to date.
- Ensure that appropriate stocks of food and household requisites are maintained; oversee the storage of food etc to ensure that stocks are tidy, accessible and in-date; oversee the storage of any belongings left in the Ark by clients.
- Co-ordinate the receipt and collection of donations in kind, and their distribution and storage, including the disposal of surplus items by agreed methods.
- Ensure that minor repairs and maintenance are carried out properly and promptly, and that more serious defects are brought to the attention of the Ark Manager.
- Promote the existence, task, challenges, and successes of the Ark to the public through news media and other appropriate means.
- Encourage cash donations to support the work of the Ark, ensure that all such donations are properly recorded and that, where appropriate, a Gift Aid form is signed by the donor.
- Ensure that minor purchases necessary for the efficient running of the Ark (including food for any meals offered to service users) are made as cost-effectively as possible.
- Assist with induction training for new volunteers as directed by the Ark Manager and/or the Volunteer Coordinator.
- The Senior Support Worker must also ensure that policies, procedures and risk assessments, particularly (but not exclusively) those relating to lone working and remote working, are observed, proposing adjustments to those policies and procedures, as necessary.
- The Senior Support Worker must work closely and constructively with the Manager of the Shrewsbury Ark Shop in respect of clothing for Ark clients. Clothes given to clients by the Shop, against a chit from the Ark, must be appropriate in quality and quantity to the client's circumstances.
- It is a requirement of the post that the post-holder should have a clean driving licence and insurance covering business use of their vehicle.
- The Senior Support Worker may also be required by the SCCA Trustees and/or the Ark Manager to undertake any other reasonable tasks or responsibilities within his or her competence.

THE BEST PERSON FOR THIS ROLE WILL BE:

A good communicator who is trustworthy, attentive and approachable at all times

Someone who is non – judgemental and treats everyone with care, dignity and respect

Supportive and empathetic approach

A self-starter who is happy to work on their own, but also as part of a team

Reliable and punctual

Assertive and very observant

An ability to identify issues before they escalate

ESSENTIAL SKILLS AND EXPERIENCE FOR THIS ROLE:

Must be approachable and have a genuine regard and concern for the homeless and vulnerable.

Excellent verbal and non-verbal communication skills

Calm under pressure

Awareness of Health & Safety at Work Act

Awareness of Fire Safety

Awareness of Care Standards

Flexible approach to working to meet the Charities needs

DESIRED SKILLS AND EXPERIENCE FOR THIS ROLE:

Previous experience of working with the homeless and/or vulnerable

An understanding of current housing law and legislation

Experience of working in a care environment or similar

ACCOUNTABLE TO:

The Senior Support Worker is accountable to the Trustees of the Shrewsbury Christian Centre Association (SCCA) through the Ark Manager who will act as the employee's Line Manager and will supervise the employee's work.

The Senior Support Worker must work closely and collaboratively with others in the Ark to ensure that all tasks are addressed, where possible without overlap between Support Workers, and that no issues fall between the cracks.

The Senior Support Worker will necessarily be privy to much information of a confidential nature concerning clients of the Ark and others on the premises; the maintenance of appropriate

confidentiality in accordance with General Data Protection Regulations is a vital part of the duties of this post.

EQUALITY AND DIVERSITY

The Trustees welcome and value diversity in our organisation. We will not discriminate against anyone who wishes to apply for this role, this includes: Race; Religion; Gender; Sexual orientation; Disability; or any other characteristic.

We will make reasonable adjustments to accommodate additional needs.

Applicants will be assessed against the essential and desired skills criteria and experience relevant to the role of Senior Support Worker.

NB: The post is subject to an enhanced DBS (Disclosure and Barring Service)

SALARY AND HOURS

Salary £19,762 and up to £22,000 pa for 40 hrs pw, or pro rata, depending on previous experience in the field of social care and/or homelessness.

The successful candidate will be offered membership of the Charity's Pension Scheme after 12 weeks' satisfactory service.

OTHER INFORMATION

The Shrewsbury Ark is run as a charitable enterprise by the Shrewsbury Christian Centre Association. It was established in 2008 and currently operates from 10 Castle Foregate, although we hope to move to new, larger premises later this year.

For further information please visit:

Website: www.ShrewsburyArk.co.uk

Facebook: /ShrewsburyArk

Twitter: @ShrewsburyArk and @ArkOutreach

HOW TO APPLY:

Please apply by letter / email outlining how you meet the criteria and why you are applying for the role of Senior Support Worker to: ark@shrewsburyark.co.uk or contact the Ark on 01743 363305

Closing date: 30th June, 2021

Interviews will take place in early July.