

COLEBROOK (SOUTH WEST) LTD

JOB DESCRIPTION

JOB TITLE: Senior Support Worker – Headspace Service.

SALARY: £20,500.00 per annum, pro rata

PROBATION PERIOD: 6 month

BASE: R/O Engage South West, St Levan Road, Plymouth, PL2 3BG

REPORTS TO: Headspace Manager

NOTICE PERIOD: 2 months

HOURS: 25.5 Hours per week to be worked flexibly according to the needs of the organisation. This will include evenings and weekends for which no additional payment is made.

OVERALL AIMS OF POST:

To work with the Headspace Manager to develop and operationally manage the Headspace service within contractual obligations/specifications, including all service user and some staff related issues ensuring that they meet commissioners and stakeholder needs, targets and key performance indicators.

MAIN DUTIES AND RESPONSIBILITIES:

- To facilitate the delivery of the Headspace service alongside Manager. This will include the management of shifts independently as well as alongside the manager.
- To support the Manager to ensure the services are service user led; monitoring that service users are safeguarded.
- To work with the Manager to develop new models of service delivery or remodel existing services as required.
- To network and work in partnership with key stakeholders, agencies and/or community groups to ensure effective outcomes for service development and delivery.
- To support the Manager to identify and manage risk in the service and team and ensure quality assurance, service standards and safe practices are met.
- To support the service manager to ensure promotion and growth opportunities are maximised.
- To maintain accurate records and to monitor the record keeping of other staff members.
- To support the service manager to ensure best value and efficiency is always considered to maximise the ongoing viability of the Headspace service.
- To facilitate clear verbal and written communication both internally within the team and externally with stakeholders as needed.

- To assist service managers to induct, train, support, develop, and performance manage support workers if required.
- To monitor, and improve as required service delivery, resolving queries from staff, external organisations, and all other stakeholders.
- To role model positive and consistent leadership qualities and work in a proactive and solution focussed way.
- To use all systems, including all IT systems such as Charity Log within the organisation

GENERAL FOR ALL POSTS:

- To undertake other duties that may reasonably be required by the Chief Executive, MT and Board of Directors.
- To comply with all aspects of the policies/procedures and service contracts of Colebrook in accordance with legislation and good practice, complying with data protection act requirements and promoting equality and diversity.
- To remain active and involved in personal development opportunities, training, IT and participate in supervision and performance appraisals as required.
- To promote open and honest communication and to work as part of the team to develop Colebrook's strategic direction and deliver organisational objectives.

Please Note: All job descriptions are reviewed on an ongoing basis. There is an expectation that the relevant duties / tasks can be performed by all employees.

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PERSON SPECIFICATION – SENIOR SUPPORT WORKER

PLEASE NOTE: Each application will be assessed against the criteria that are essential for this post and it is on this basis that applicants will be short listed for interview. It is therefore vital that these criteria are clearly demonstrated both on your application and at an interview.

Qualifications & Training

Essential *(Enhanced DBS check will be undertaken upon offer of employment)*

- Be prepared to undertake training as appropriate
- General education to GCSE/O level standard or equivalent, including Maths and English

Desirable

- Had some experience of training others or group work
- 2 years of health & social care experience

Experience & Knowledge

Essential

- IT systems and software
- Understanding vulnerable adult needs
- Project management
- Local knowledge
- Financial experience
- Safeguarding knowledge

Desirable

- *Working in Third Sector*
- *Staff management*
- *Contract management ?*
- *Relevant legislative and strategic knowledge*

Skills & Competencies

Essential

- Problem solving
- Good communication and relationship development
- Working in an efficient and cost effective way
- Promoting good partnership work and networking
- Teamwork
- Decision making
- Commitment to service user empowerment and independence
- Health and safety knowledge

Individual Qualities

Essential

- Proactive and dynamic work ethic

- Commitment to good equality and diversity practise
- Integrity
- Empathic
- Ability to accept and work with feedback and resolve conflict

Skills & Competencies

Essential

- Creative and positive
- Organised
- Focused and self-motivated
- Flexible
- Ability to adapt to change.
- Ability to work effectively to tight deadlines and under pressure
- Commitment to continuing personal and professional development, and to developing others
- Commitment to Colebrook’s aims, objectives and ethos

**Please note some of the ‘desirable’ statements are essential to the role
but they can be taught during the probation period**

	Name	Signature	Date
Line manager	_____	_____	_____
Post holder	_____	_____	_____