

KairosWWT Support Worker Job Description

Job Title:	Support Worker
Post Salary:	(NJC Scale 5, point 24) £22,401 pro rata (£13,320 pa)
Working Hours:	22 hours per week, Monday – Wednesday (including regular Wednesday evenings)
Contract length:	Fixed Term 12-month contract (this role is part-funded by West Midlands Police & Crime Commissioner Victims Fund)
Responsible to:	Senior Practitioner

The Sex Discrimination Act 1975 s7 (2) (e) applies to this post, which is only open to female candidates.

The purpose of this role is to provide a holistic and person-centred support to women accessing Kairos services, underpinned by a very high threshold of confidentiality. The responsibilities are outlined below:

Outreach and Drop-In

- To attend and support the running of Daytime and Evening Drop-in and Outreach sessions regularly alongside another Kairos team member
- To proactively engage with service users at these sessions and following up tasks from meetings and phone-calls as required.
- To work flexibly including regular evenings and (very) occasional weekends

1-2-1 Floating Support & group work

- Receive referrals and register new women with the service
- Work one-to-one with service users in line with their support plan, to include lone working
- To act as an advocate and provide support in assisting service users to address a range of social, legal and economic issues which may affect their lives.
- To engage women into other services as and when necessary, in particular, into addiction recovery, physical and mental health services.
- Support the Senior Practitioner in the delivery of fortnightly group activities
- To maintain and develop good working relationships with other local service providers for the benefit of the service users
- To help organise activities and outings with staff and service users, and take an active part in training programmes.
- To ensure adherence to all policies including Equal Opportunities and Health and Safety. To assist in Risk Management assessments and policy development.
- To record all contact with service users as directed by the Senior Practitioner and update records accurately.

Other

- To engage in regular line management and clinical supervision and undertake relevant training.
- To make contact with other external organisations, enquirers, and members of the community as required
- To attend meetings, conferences and training events as required
- To perform any other duties reasonably required by the Senior Practitioner within the scope of the job and its grading.

KairosWWT, St Peter's Centre, Charles Street, Coventry, CV1 5NP

www.kairoswwt.org.uk

Registered Charity No. 1136695

Person Specification – Support Worker

	Essential	Desirable	Measured By
Qualifications			
Higher Education or vocational qualification in relevant field		✓	Ap Form
Experience			
Experience of working in a not-for-profit organisation	✓		Ap Form
Experience of advocacy and support	✓		Ap Form
Networking with other organisations		✓	Ap Form
Of working with vulnerable women	✓		Ap Form
Knowledge			
Of the current issues surrounding sexual exploitation and prostitution	✓		Ap For/ Interview
An understanding of safeguarding of vulnerable adults	✓		Ap Form/ Interview
An understanding of drugs and alcohol issues and how they affect the KairosWWT client group	✓		Ap Form/ Interview
An understanding of information-handling requirements (e.g. confidentiality, data protection)		✓	Ap Form/ Interview
An understanding of the types of other support agencies and networks accessed by the KairosWWT client group	✓		Ap Form/Interview
Of support services available within Coventry		✓	Ap Form/Interview
Skills			
Excellent interpersonal skills, ability to develop trusting, supportive relationships with appropriate professional challenge	✓		Ap Form/ Interview
Good IT skills including Word and Excel and IT communications through internet and email	✓		Ap Form
Accurate record keeping and attention to detail	✓		Interview
Qualities/Values			
Good understanding of equality and diversity issues	✓		Interview
Capacity for empathy, supportive and person-centred	✓		Interview
Resilient, with good professional boundaries	✓		Interview
Other			
Full driving licence	✓		Ap Form
Access to a vehicle during working hours	✓		Ap Form
Willingness to work unsocial hours	✓		Ap Form
Unrestricted right to work in the UK	✓		Passport

Please note the following dates:

Deadline for applications: Monday 27th August, 5pm

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Shortlisting: Tuesday 28th August – successful candidates invited for interview will be notified by 2pm

Interview: Wednesday 29th August