Support Worker Job Description

The Support Worker must be prepared to occasionally work outside office hours ie occasional weekends, bank holidays or evenings. We do not have an office, admin work is to be done from home. While doing one to one work you will usually meet members in public places or occasionally in their own homes.

There would be a DBS check [criminal record] and a 6 months’ Probation period.

**Job Purpose: - Events:** To provide leisure opportunities for adults with mental health issues. **One to One Service:** To provide them with practical and emotional support.

**The Facilitator must be able to do the following:-**

**Events Main Activities**

Conduct referral interviews and process referrals

Attend some events listed in the newsletter

Smooth over any friction or awkwardness between members

Deal with conduct issues [with support from the Board.]

If the Facilitator is unable to do the following [due to sick leave for example]: Collect names, money and menu choices for the Christmas meal. Book taxis to take people home. Attend the meal, liaising with the restaurant staff to ensure everything runs smoothly.

**Administration**

Collect names of participants for the event if needed, book tickets and collect money for coach trips, trains, theatre or cinema, liaising with the Facilitator.

Keep records of numbers attending events and positive and negative feedback and help prepare monthly and annual monitoring information for our funders.

Keep all receipts for refreshments, stationery, petrol and other expenses

**One to One Responsive Support Service Main Activities**

Supporting people to seek help from Citizens Advice and other agencies. Accompany people to appointments.

Help repair damaged relationships with friends, family or neighbours.

Support members with housing and tenancy problems, speaking to officials and writing letters on members behalf. Helping them to maintain their tenancies.

Support members to move house. For example acting as chaperone for females.

Supporting people to live independently, budgeting, shopping for food/household goods

Working with members affected by bereavement

Helping people take up voluntary work or go on and complete college courses

Assisting people who want to go on short breaks

Be aware of sources of support in the local area, keeping on top of new developments.

**Administrative Tasks**

Prepare monitoring information for our funders. Liaise with Facilitator.

Keep records of work done with members

**General**

Be willing to use own vehicle for driving members, mostly round Exeter. [Desirable]

Enforce Health and Safety policies and procedures, ensuring the safety of members at all times. Be willing to undergo first aid training, if needed.

Work within Equal Opportunities policies, ensuring that members respect each other.

Follow Safeguarding, Data Protection and all other policies and procedures

Attend committee meetings and the AGM and report on your activities