

JOB DESCRIPTION

ROLE TITLE:	Support Worker
REPORTING TO:	Early Help Lead and Mentoring Manager (West Surrey)
BASED:	Home-based with travel across North and West Surrey (focusing on Guildford and Waverley)
HOURS:	13 hours per week worked flexibly, over 2 days.
SALARY:	£11.44 per hour
CONTRACT:	Fixed term contract until March 2022
CLOSING DATE:	13 th January 2021 at midday
INTERVIEW DATE:	21 st January 2021 (am)

Surrey Care Trust is a local charity that helps people to improve their skills for life, work and learning through counselling, education, mentoring and volunteering. Our programmes support disadvantaged young people, adults and families in improving their chances in life. Through our programmes we are enabling people throughout Surrey to overcome the disadvantage of low skills, poor educational achievement, limited opportunities and tough financial circumstances.

We offer a broad range of programmes - support for families and their children at our **Stanwell Family Centre**; offering vulnerable and challenging young people an alternative approach to education at our **STEPS** learning centre; a free and independent youth **counselling** service for young people aged 16 – 25; giving adults a second chance of education with our pop-up **adult learning** programmes; **mentoring** young people and adults to help them gain confidence and make positive changes; working to bring the community together and taken action on local issues with our **Stanwell Local Conversation** project; working with the long term unemployed on our Lottery/ESF funded **Alliance and Aspire** programmes ; and creating a different environment for people to learn new skills and give something back to society on our **Swingbridge Community Boats**.

Our Vision

Surrey to be a place where vulnerable and excluded families are given the opportunity, skills and support to achieve their potential and make a positive contribution.

Our Mission

To tackle disadvantage, social exclusion and hardship in local communities. To reach out to families to equip

them with the skills to improve their economic situation, to reduce social isolation and break the cycle of deprivation.

Overall purpose of Support Worker Role:

This role sits within the Alliance Project funded by Big Lottery Building Better Opportunities Programme, which aims to improve the social inclusion of hard to reach and vulnerable people, so that they move closer to or into sustained employment.

The Support worker gives support to long term unemployed individuals towards, and into employment; supporting those with no recent work history or no work history at all.

Participants will typically be at a significant distance from the labour market, often facing challenging, interconnected barriers to job entry and in need of support on multiple fronts. The Support Worker will help them achieve entry into employment, education, training or further job search; measurable movement towards the labour market and increased motivation, self-confidence and self-esteem.

Duties and Responsibilities:

Administration:

- To write relevant action plans (PAP – Participant Action Plans) for adults that will lead a participant through their chosen journey and support them into employment
- To decide on and work on solution-focused techniques to tackle some of the participant's challenges
- To book, provide resources and support a participant through the programme
- Measure the participant's journey using an Individual Needs Framework
- Attend meetings where appropriate, including regular meetings with participants
- Maintain central records on each participant
- To collate, submit and report monthly evidence on eligibility criteria, timesheets, outcomes and expenses to our funder
- Support the marketing of the Alliance programme, to help promote and engage referrals to the programme so as to meet contract participant targets

General:

- Build links with other agencies and attend meetings with partner organisations
- Research into other local contacts when queries arise from participant sessions

NOTE: This role description is intended as a working document for the position outlined. It is not exhaustive but indicates the wide range of duties involved.

The role description will form part of the organisation's performance management process and will be kept under continuous review to reflect the change and growth within the Trust.

PERSON SPECIFICATION

ESSENTIAL	DESIRABLE
Qualifications	
Good standard of general education	Educated to A level standard or equivalent
	National recognised relevant qualification, eg. Teaching, coaching
English and Maths qualifications to a level 2 standard or higher.	Educated to an A level or equivalent
	Careers or Information, advice and guidance qualification, or similar
Experience	
Good standard of computer literacy, must be very competent in Word and Excel and with scanning and uploading information to email to others.	
Experience of working in an organisational/administrative capacity	Experience of working in a charity. Experience of managing projects and achieving outcomes
Proven ability to achieve outcomes and targets	Experience of working with adults on a 1:1 basis to provide employment support or advice and guidance.
Skills & knowledge	
Able to record data in an accurate and timely manner	Experience of using databases and uploading information to systems
Flexible in approach with the ability to use initiative and work without day to day supervision	
Excellent communication skills. Able to communicate clearly both orally and in writing	
Has good planning, administrative and organisational skills and is able to work independently	

ESSENTIAL	DESIRABLE
Strong knowledge of job search facilities, careers/employment advice that would help support unemployed individuals and set relevant goals/targets for participants	Experience of having delivered careers/work skills advice or teaching to groups or individuals
Other	
Willing to work flexibly including occasional unsocial hours	
Willing to travel throughout Surrey	
Car driver with a current valid driving licence	

PLEASE NOTE YOU WILL BE REQUIRED TO UNDERTAKE DBS CLEARANCE FOR THIS ROLE

If you are interesting in applying please complete an application form and send with a covering letter to Recruitment@surreycaretrust.org.uk or by post to Recruitment, Surrey Care Trust, FF12 Astolat, Conniers Way, Guildfrod. GU4 7HL.