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| **Division/Area:** | Operations |
| **Job Title:** | Sessional Support Worker |
| **Reports To:** | Operations Manager |
| **Pay Scale:** | £9.00 per hour plus holiday pay |
| **Hours:** | Flexible |
| **An enhanced Disclosure and Barring Service (DBS) disclosure will be required for this position. LEAP staff must be at least 22 years of age, in line with the Commission for Social Care Inspection and section 29.4 Children’s Homes National Standards (2000)** | |

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| **1.** | **PURPOSE OF JOB:** To provide support to vulnerable young people living in LEAP supported accommodation; helping clients to access training and employment, attend appointments, work towards basic skills and independent living skills so that they are able to maintain their accommodation. | |
| **2.** | **MAIN RESPONSIBILITIES, TASKS & DUTIES** | |
|  | ii | **Support Work:**   * To contribute to the delivery of support to clients in line with the roles and responsibilities of the shift you are covering * To contribute to the delivery of activity to ensuremeaningful use of client time |
|  | iii | **Incident and Risk Management:**   * To contribute to, management and review of risk, balancing effective risk management with the promotion of independence |
|  | iv | **Behaviour Management:**   * To contribute to the monitoring of behaviours; the accommodation sustainment protocol process; and delivery of behavioural contracts |
|  | vii | **Community Relationships:**   * To ensure a first class public image at all times by promoting the service in a positive light to local neighbourhood and community teams |
| **3.** | **MANAGEMENT OF PEOPLE**  None  **SUPERVISION OF PEOPLE**  None | |
| **4.** | **CREATIVITY AND INNOVATION**  To effectively plan work, manage time and use resources creatively.  To liaise with other agencies and promote the work of LEAP and proactively seek to engage other agencies in supporting clients to facilitate and enable joint working.  To actively encourage use of the complaints, compliments and appeals system. | |
| **5.** | **CONTACTS AND RELATIONSHIPS**  To maintain good communication and effective team work with clients, staff and the wider community, ensuring communications with clients in ways appropriate to their needs. To liaise with other agencies and promote the work of LEAP and proactively seek to engage other agencies in supporting clients to facilitate and enable joint working.  To effectively deal with disagreements taking a pro-active approach to managing conflict. | |
| **6.** | **DECISIONS** | |
| a | **Discretion**  Maintain confidentiality at all times  To understand and be sensitive to the diverse needs of clients  To keep accurate and reliable records ensuring their safe keeping in accordance with the Data Protection Act and GDPR | |
| b | **Consequences**  Young people may receive inappropriate services and support thus leading to further homelessness and social exclusion. Could also result in the service underachieving in meeting its aims and objectives, KPI’s not being met and non-compliance with contracts. | |
| **7.** | **RESOURCES**  Mobile Telephone provided as required | |
| **8.** | **WORK ENVIRONMENT** | |
| a | **Work Demands**  There will be a need to work unsocial/flexible hours in order to meet the requirements of the service and its users including evenings, weekends and bank holidays.  Need to be flexible to meet changing priorities. | |
| b | **Physical Demands**  Light to moderate physical demands. | |
| c | **Working Conditions**  The post holder will be required to use their own vehicle.  The post holder will undertake work in an office and in service user’s homes which may expose them to the occasional unpleasant working conditions. | |
| d | **Work Context**  Work involves moderate risk to personal safety of injury, illness or health problems arising from the environment or the public/clients. May occasionally be subject to verbal abuse.  Assess risk and take the necessary actions in respect of any activities/engagement with service users including personal safety. | |
| **9.** | **KNOWLEDGE AND SKILLS**  To meet the person specification required for the job.  To be willing to and actively access relevant training to enhance personal development and effectiveness. | |
| **10.** | **GENERAL**  To undertake general administrative duties.  The role may involve an element of cleaning and room turn around.  To be fully conversant with LEAP’s core business objectives, current activities and future plans. To understand the scope of policies and procedures in operation and organisational structures.  To be aware of LEAP’s targets and work within these and those set by funders and external bodies.  To comply with all legislation and regulations relating to the core business of the charity.  To carry out all duties within set timescales.  To attend and contribute to team meetings. | |
| **Job Evaluation –** This job description has been compiled to allow the job to be evaluated using the LEAP Job Evaluation scheme. | | |
| **Other Duties –** The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties that may be required from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder. | | |
| **Equality & Diversity –** The post holder is required to carry out their duties in accordance with LEAP’s Equality & Diversity policies. | | |
| **Health and Safety –** The post holder is required to carry out their duties in accordance with LEAP’s Health and Safety policies and procedures. | | |
| **Safeguarding –** All employees need to be aware of the possible abuse of young people and vulnerable adults and if concerned to follow LEAP’s Safeguarding Policy. In addition employees working with young people and vulnerable adults have a responsibility to safeguard and promote the welfare of young people and vulnerable adults during the course of their work. | | |

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|  | Name: | Signature: | Date: |
| Job Description agreed by: (Manager) |  |  |  |
| Job Description agreed by: (Postholder) |  |  |  |