



JOB DESCRIPTION

Job title:	LifeSkills Plus Support Worker
Service:	LifeSkills
Salary:	Grade 2 Point 16 – 19, £24,724-27,232 FTE (pro rata according to hours worked) + Home Working Allowance or Inner London Weighting
Hours:	25 - 35 hours per week (part time); permanent contract
Location:	London: with extensive travel within Inner London
Responsible to:	LifeSkills Plus Project Manager

Summary of job:

To identify and provide intensive support to individuals with complex needs who are further away from employment or training by using a strength based approach as part of the LifeSkills Plus Programme. Ensuring those accessing the programme receive appropriate practical and emotional support using a mixed programme of home visiting, informal and structured support groups.

Key tasks and responsibilities:

1. To deliver a range of support and interventions to individuals with complex needs that focus on their strengths, which enables them to consider options and think differently helping them to feel more empowered and able to face new challenges.
2. To support and deliver activities that increase confidence, improve mental health, widen social networks, help with budgeting and enable individuals to seek training, work or volunteering opportunities.
3. Work with the team, internal and external partners to use a clear referral process which is inclusive and considers the outcomes of the programme.
4. Ensure that personal knowledge and understanding of LifeSkills materials and modules are understood and that resources are adapted to suit individual needs.
5. Undertake service user assessments and implement an individual plan with specific, timely and measurable outcomes that are mutually agreed and regularly reviewed to ensure there is movement and achievement.
6. Manage risk to ensure safeguarding of service users, colleagues, volunteers and partners.
7. Respond appropriately to any safeguarding concerns; demonstrating an understanding of, and complying at all times with, Family Action's procedures for promoting and safeguarding the welfare of children and vulnerable adults.



8. Be an advocate for co-production with service users and increase opportunities for individuals and groups to influence and shape the way services are designed, developed, and delivered.
9. Ensure case recording is of a high standard and uploaded within timescales in line with Family Action's policy and procedures.
10. Support the monitoring and reviewing of delivery of the service in line with identified priorities, targets and outcomes including the collection of anecdotal impact/outcome information such as case studies.
11. Gather and maintain a good knowledge and understanding of local resources and services that support and assist service users.
12. Work closely with the wider LifeSkills team.
13. Attend and actively participate in team meetings and other meetings as required by the Project Manager.
14. Actively take part in Family Action's formal appraisal and supervision processes and be responsive to critical challenge, advice, feedback and direction as part of a process of continuous improvement. Take responsibility for your own professional development, identifying and attending training which will support growth in the role.
15. Contribute to the growth and development of the organisation appropriate to your role, by gaining a working knowledge of Family Action's portfolio of services and being an ambassador for the work.
16. Be able to evidence Family Action's values at all times, which underpin Family Action's mission of 'building stronger families' by:
 - Being people focused
 - Reflecting a 'can do' approach
 - Striving for excellence in everything we do
 - Having mutual respect for everyone we work with, work for and support through our services
17. Implement Family Action's Equality & Diversity Policy and Ethical Policy in every aspect of your work and positively promote the principles of these policies amongst colleagues, service users and other members of the community.
18. Comply with Family Action's Health and Safety Policy, Data Protection Policy and protect your own and others' health, safety and welfare.
19. Willingness to work flexibly to support the success of the programme and ability to work occasional evenings and weekends and undertake national travel with overnight stays when required.
20. Work flexibly as may be required by the needs of the service and carry out any other reasonable duties as required.



21. Work with service users to complete application forms for small LifeSkills grants.



Person Specification

1. Qualification and experience in health, social care, education, counselling or a related professional qualification equivalent to at least NVQ 3.
2. Experience working in services that deliver positive outcomes for individuals and their families.
3. Excellent interpersonal skills including the ability to present to a range of audiences and to communicate effectively; and proven ability to develop and sustain relationships with colleagues, partners and stakeholders.
4. Ability to use a variety of online and printed materials and adapt these to suit individual needs.
5. Understanding of mental health and disability, drug and alcohol use, domestic violence, worklessness, poverty and the way these impact on individuals and family life.
6. Experience of carrying out one to one sessions and running groups and evaluating their effectiveness.
7. Experience of giving advice, guidance and support and signposting to appropriate services.
8. Ability to work collaboratively with individuals to identify their support needs, plan, implement and monitor emotional and practical support.
9. An understanding of the impact of discrimination and social exclusion and how this can be addressed through service provision as well as employment, training and volunteering opportunities.
10. Excellent organisational skills with the ability to plan and prioritise, as well as excellent IT skills with experience of using databases to monitor and report progress.
11. Knowledge of health and safety issues and a commitment to safeguard self, service users, colleagues and partners.
12. Ability to work flexibly to support the success of the programme and to undertake occasional national travel with overnight stays.
13. A good understanding of safeguarding issues and a commitment to Family Action's procedures for promoting and safeguarding the welfare of children and vulnerable adults.
14. Commitment to the importance of engaging in your own supervision and the benefits of reflective practice.
15. A commitment to Family Action's Equality & Diversity Policy and Ethical Policy in every aspect of your work and positively promote the principles of these policies amongst colleagues, service users and other members of the community.



16. Ability to evidence Family Action's values at all times, which underpin Family Action's mission of 'building stronger families' by:
- a) Being **people** focused
 - b) Reflecting a '**can do**' approach
 - c) Striving for **excellence** in everything we do
 - d) Having **mutual respect** for everyone we work with, work for and support through our services