



STAFF PROFILE

PERSONAL DETAILS			
Job Title	Female Support Worker	Contracted Hours	24-40 Hours (Several Posts Available)
Direct Line Manager	House Manager	Salary Status	£15,600-£16,000 pro rata (+sleep over supplement) (Contract fixed until 31 st June 2018)
Location	South Yorkshire	Closing Date	18 th January 2018
Interview Date	24 th and 25 th January 2018		

VISION STATEMENT

To support the Survivors of Modern Slavery in the National Referral Mechanism (NRM) in their rest and reflection period before moving on; to support the Staff of City Hearts; to ensure all standards for City Hearts are upheld to a high standard.

BACKGROUND ROLES AND RESPONSIBILITIES

Supporting the clients at the accommodation with everyday tasks and accurately record keeping around the daily events.

Welcoming new clients into service, carrying out initial inductions and supporting clients when moving on from the accommodation.

Creating and initiating activities with the clients - organising outings periodically. Helping the women develop skills and confidence by activities such as cooking, jewellery making, etc.

Helping the team with office admin and cleaning duties where needed. This involves keeping a client's paperwork up to date and inputting electronically into databases and spreadsheets, all information should be recorded in a professional manner.

Helping keep the house clean and tidy and helping to ensure the smooth running of the day to day programme e.g. organising and attending appointments, managing issues that arise at the accommodation.

Creating a safe and friendly atmosphere/environment in the house when on shift.

Taking phone calls on behalf of clients and liaising with professionals that call or visit the accommodation.

Help resolve any issues that occur with clients and working alongside caseworkers and management in order to best support a client.

Adhering to all internal procedures regarding City Hearts and following any legislation and attending mandatory training.

Promoting City Hearts in adherence to the terms of the contract - this may include attending events on behalf of City Hearts as a whole.

Being flexible and able to cover last minute emergencies if they arise and carrying out standby shifts as the rota designates.

Doing various shifts, some of which involve evenings, weekends and sleeping overnight at the house.

SKILLS / ABILITIES:

- Ability to work to deadlines
- Ability to work in a team
- Ability to work under pressure
- Good communication skills
- Good organisational skills
- Good people skills
- Ability to advocate
- Good IT skills and the ability to record keep
- Ability to be flexible to needs of the service and clients

COMPETENCIES / BEHAVIOURS:

- Respond to Instructions from Line Manager in a timely manner, explaining the reason for delay if there will be one
- Be punctual
- Recognise that you may need to work additional hours if paperwork has not been finished or a new referral is coming in and use the TOIL system
- Dress code is to be smart casual
- Always wear your City Hearts ID badge
- Maintaining a positive attitude and managing any conflict between clients, staff and volunteers.

PERSON SPECIFICATION		
AREA	REQUIRED	DESIRABLE
Education, qualification, training.	<p>Demonstrate knowledge in specific subject area.</p> <p>A clear DBS check.</p>	<p>Additional qualifications such as; first aid, safe handling of medication.</p> <p>Health and Social Care Level 3 or relevant equivalent qualifications such as qualifications in addiction/life controlling behaviours.</p>
Experience	<p>To have recent experience of working with vulnerable people.</p> <p>To be able to show experience of working in a team.</p>	<p>Experience working with vulnerable people.</p> <p>An understanding of working within the third sector.</p>
Skills and competencies	<p>To have good communication skills and to be able to crisis manage and defuse conflict.</p> <p>To be able to lone work, which will sometimes involve lone working and to be able to work well in a team setting.</p> <p>To be able to maintain client confidentiality and to record keep.</p> <p>To manage a varied case load and prioritise tasks.</p>	<p>A good level of administrative skills.</p> <p>Experience in journeying individuals in the road to recovery.</p> <p>To have an understanding of human trafficking.</p>
Personal Attributes	<p>To be able to believe in the clients in the programme and to uphold good personal boundaries when working with vulnerable people.</p> <p>To show grace and patience</p> <p>To be flexible and have a willingness to change alongside the role and demands of a forward moving charity.</p> <p>To speak well of City Hearts, clients and other team members.</p> <p>To be reliable, punctual and maintain confidentiality.</p> <p>To carry responsibility within the project.</p> <p>To be emotionally robust using personal supervision effectively.</p>	<p>To have personal goals and want to pursue personal development.</p> <p>A passion to see vulnerable and broken people restored.</p>
Other	<p>A willingness to promote City Hearts - this may mean working outside normal working hours, to represent City Hearts at conferences with the stand or attend events to recruit new volunteers.</p> <p>To respond to some crisis situations at the house outside of normal working hours.</p>	<p>To hold a full clean driving license and have access to a car.</p>