

Job Description

Job title: Employment Support Worker

Salary: £ 12.08 per hour

Hours: Up to 30 per week

Location: Westminster, St James Park and Ruislip Manor

JOB DESCRIPTION

Setting:

The Support Worker role is to work with an experienced and qualified Social Worker in a supportive and friendly local authority locality-based Adult Services team, and to facilitate the undertaking of their work functions to the highest standard and the best of their ability.

Tasks:

The Support Worker will need to work flexibly including different patterns of working hours to assist the Social Worker to meet deadlines and competing priorities. This will include supporting the Social Worker to provide a Duty Service or backup the Duty Worker.

You will need to understand and work within policies covering confidentiality, Data Protection, Health and Safety and supporting the Social Worker to professionally represent the local authority in meeting the needs of local residents with care and sensitivity.

As our client is blind you will need to undertake journey planning, navigation to meetings and visits, note taking on visits to residents, minute-taking at meetings, guiding support within an unfamiliar environment (negotiating narrow hall ways, trip hazards and obstacles), making observations relevant to an assessment.

You will be able to proofread/take dictation/read aloud to a high standard, accessing printed material, or electronic material that is not in an accessible format. You will need to search for information using internet searches, government websites etc. Looking up and keeping up to date contact information for partner agencies and useful contacts.

You will be required to look up information on Mosaic; recording or looking up case notes and uploaded documentation or assessments. You will record assessments, support plans, information on safeguarding and other forms, recording purchasing information.

You will be required to work flexibly, undertaking work as directed by the Social worker, and facilitating the completion of his work duties. The nature of the role and specific requirements of the role may change from time to time without prior notice in accordance with changes to the work and role of the Social worker and his team.

PERSON SPECIFICATION

Qualifications

Essential:

Maths and English GCSEs or equivalent, grade C or above.

2 A levels or equivalent

Desirable:

Degree or demonstrated interest and capability in further study or higher qualification.

Work Experience

Essential:

At least 1 year post study working in an office based or similar environment.

Desirable:

Experience of working in a local authority

Experience of working in the Health and Care sector

Experience of disability

ICT

Essential:

Ability to use a Microsoft based laptop computer

Ability to use Microsoft Office Suite application software, in particular Word and Outlook

Desirable:

Experience of using Microsoft Windows 10

Experience of using Microsoft Office 365

Experience of using Microsoft SharePoint

Experience of using Social Services database systems i.e. Mosaic

Experience of managing files and folders in a structured way using Microsoft Windows

Ability to touch-type

Ability to use a mobile phone to access and respond to appointments, emails, phone calls, and use satellite navigation

Communication

Essential:

Ability to approach and identify Social Worker to person's known or unknown

Ability to communicate effectively with the team and other professionals

Ability to proofread and read aloud to a high standard previously unseen complex documentation

Ability to take dictation as hand written notes, or directly into PC

Good telephone/email/correspondence skills

Ability to support others to adhere to appropriate guide-dog interaction

Personality

Essential:

Must be a team player

Ability to work intensively, predominately with one other person

Ability to work flexibly i.e. hours, multi-tasking, teamwork, changes in work priorities

Must have an even temperament and an ability to manage work under pressure

Ability to work alongside a working Guide Dog

Desirable:

Ability to walk/handle guide-dog in unforeseen circumstances

Terms and Conditions:

Annual leave entitlement is 25 days per year (full time pro rata part time) plus Bank Holidays.

All appointments are made on the basis of satisfactory right to work, DBS and references check.
There is a 6-month probationary period.