



## Job Description

Post Title: Pregnancy Matters™ Support Worker

Accountable to: Pregnancy Matters™ Manager

Location: Pregnancy Matters™ Local Office

Contract: Permanent

Hours:

### **Main Purposes of the Job:**

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1. To deliver a Pregnancy Matters™ service which provides clients with emotional, housing and practical support according to their needs.
2. To provide safe, secure and high-quality accommodation to clients.
3. To provide the necessary support to enable and empower clients to maximise their potential and gain the skills to live independently.
4. To work with Pregnancy Matters™ online team to manage referrals through the referral pathway.

### **Key Achievement Areas:**

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1. To receive referrals and action within the guidelines of the policy and procedure.
2. To interview and risk assess referrals for Pregnancy Matters™ support and assess their individual support needs.
3. To provide day-to-day support for clients within supported accommodation or in the local community.
4. To complete support plans with the clients and review regularly and action any identified need from them, including reviewing the risk assessment.



5. To facilitate a housing management service ensuring repairs and maintenance issues are reported.
6. To ensure tenancy conditions are adhered to and the premises are kept in a clean and tidy condition. To act on any breaches of tenancies.
7. Ensure clients are informed and are supported to access appropriate welfare benefits, health and other support services through a multi-agency approach.
8. Take responsibility of ensuring that client rents are paid, and income is maximised
9. Maintain all records and statistics in line with organisational policy and procedures using IT software.
10. To implement a programme of support within groups or individual sessions including accredited qualifications relevant to the client group.
11. Liaising with professionals and agencies who are supporting our clients and who provide move on accommodation.
12. To have an awareness of service budgets and identify any potential savings.
13. Adhere to Health and Safety procedures relating to the buildings, lone working practices. Carry out necessary Health & Safety checks as requested.
14. Ensuring Safeguarding procedures are adhered to including the production of reports for social Services on request. Carry out risk assessment for clients and their visitors
15. Abide by and take responsibility for the implementation of Life's Equality Policy in all aspects of service delivery and working practice. Contribute positively to identifying and developing service improvements which respond to equality and diversity issues.
16. Organise and attend regular meetings with clients to facilitate their contribution to service improvements.
17. Identify gaps in provision to assist in service development
18. Identify additional funding streams and fundraising initiatives
19. To provide a telephone On Call service out of hours as part of a rota involving all support workers

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**Personal responsibilities:**

The post holder must assume responsibility for their own professional and personal development (supported by the organisation where appropriate) to ensure their continuing competence to deliver organisational requirements.

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## **Corporate Behaviours:**

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### **All staff will be expected to:**

- Work within the Charity's aims and objectives, upholding its vision, mission and values
- Demonstrate respect for others and value diversity
- Act responsibly in regard to the health and safety of themselves and others
- Focus on the service user and customer, both internally and externally at all times
- Make an active contribution to developing the service
- Learn from, and share experience and knowledge
- Keep others informed of issues of importance and relevance
- Consciously review mistakes and successes to improve performance
- Act as an ambassador for the Charity and maintain the highest professional standards at all times
- Use discretion and sensitivity and be aware of issues requiring total customer confidentiality
- Demonstrate a flexible approach to their work.
- Comply with GDPR

This job description is not necessarily an exhaustive list of duties but is intended to reflect a range of duties the post holder will perform. The job description will be reviewed regularly and may be changed in light of experience and/or organisational requirements, and in consultation with the post holder.

This position is subject to an enhanced DBS/Access NI check and is open to women only (\*Exempt under the Equality Act 2010 Schedule 9, Part 1)



**Post Title: SUPPORT WORKER FOR PREGNANCY MATTERS™**

<b>Personal skill characteristics</b>	<b>Essential (Tick)</b>	<b>Desirable (Tick)</b>
<b>Team Working</b>		
Proven team working skills and commitment to the vision and values of the charity	✓	
Flexible and adaptable to the team and services needs	✓	
Possessing the authority, presence and integrity to command respect from colleagues within the Charity, and from external contacts.	✓	
<b>Communication</b>		
Communicates effectively and openly at all levels	✓	
Good written and verbal communication skills	✓	
Ability to promote the Charity to a wide range of individuals and external contacts	✓	
Experience of communicating effectively with clients, volunteers and other relevant bodies.	✓	
Ability to deal with vulnerable people sympathetically and in a non-judgemental manner	✓	
<b>Strategic Ability / Innovation</b>		
Ability to be pro-active and contribute to the development of services		✓
Experience in delivering results		✓
<b>Service Delivery</b>		
Experience in the delivery of support and caring environment	✓	
Understanding the principles of budgetary control		✓
<b>Experience/Knowledge/Qualifications</b>		
Proven experience of working within a care and housing support service		✓
Minimum of a level 2 listening skills or counselling degree		✓
Knowledge and of needs assessment and support planning		✓
Knowledge of Housing Benefit and Welfare Benefits systems		✓
Knowledge of Health & Safety Legislation		✓
Understanding the needs of vulnerable people, promoting equality in all aspects of service delivery	✓	
Computer literate, with knowledge of MS Office	✓	
Administration skills and ability to deal with complex enquires and clients	✓	
Understanding of Safeguarding Children & Adults	✓	



<b>Personal skill characteristics</b>	<b>Essential (Tick)</b>	<b>Desirable (Tick)</b>
<b>Personal Qualities</b>		
Committed to the vision, mission and values of the Charity	✓	
Positive outlook with outgoing and approachable personality	✓	
Ability to work on own initiative, handling pressures of meeting targets and deadlines	✓	
Ability to motivate others and work as part of a team	✓	
Commitment to quality, customer service, best practice and best value in all aspects of the Charity's operation	✓	