



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:

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 tenants
 3. To work with Pregnancy Matters™ counsellors/skilled listeners and other volunteers to manage referrals
 4. To develop local Networking relationships within the local area.
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Key Achievement Areas:

1. To interview applicants for Pregnancy Matters™ support and assess their individual support needs.
2. To provide day-to-day support for clients within supported accommodation or in the local community.
3. To deliver a skilled listening service in a variety of settings, including face to face and over the telephone.
4. To ensure that the support plans are kept up to date and reviewed regularly and action any identified need from them, including reviewing the risk assessment
5. Provide a housing management service ensuring repairs and maintenance issues are dealt with and tenancy conditions are adhered to and the premises are kept in a clean and tidy condition.

6. To implement a programme of support within groups or individual sessions including accredited qualifications relevant to the client group.
7. Liaising with professionals and agencies who provide related support services and move on accommodation.
8. To maintain contact with the local Life groups and attend relevant meetings arranged by voluntary and statutory services.
9. Implement Health and Safety procedures relating to the buildings, lone working practices and Safeguarding including the production of reports for social Services on request.
10. 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.
11. Organise and attend regular meetings with clients to facilitate their contribution to service improvements.
12. To provide a telephone On Call service out of hours as part of a rota involving all support workers .

Safeguarding Children & Vulnerable Adults

Safeguarding is everyone's responsibility and all employees are required to act in such a way that at all times safeguards the health and wellbeing of children and vulnerable adults. Familiarisation with, and adherence to, the appropriate organisational Safeguarding Policies and any associated guidance is an essential requirement of all employees as is participation in related mandatory/statutory training. All employees must ensure that they understand and act in accordance with this clause. If you do not understand exactly how this clause relates to you personally then you must ensure that you seek clarification from your immediate manager as a matter of urgency. Equally, all managers have a responsibility to ensure that their team members understand their individual responsibilities with regard to Safeguarding Children and Vulnerable Adults

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.

Corporate Behaviours:

All staff will be expected to:

- Work within the Charity's aims and objectives, upholding its vision and mission
- Demonstrate respect for others and value diversity
- Act responsibly in regards 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.

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.

Pregnancy Matters™ Support Worker positions are subject to an enhanced DBS check, and positions which include Supported Accommodation projects are open to women only (*Exempt under the Equality Act 2010 Schedule 9, Part 1)

Post Title: PREGNANCY MATTERS™ SUPPORT WORKER

Personal skill characteristics	Essential (Tick)	Desirable (Tick)
Team Working		
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.	✓	
Communication		
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	✓	
Strategic Ability / Innovation		
Ability to be pro-active and contribute to the development of services		✓
Experience in delivering results		✓
Service Delivery		
Experience in the delivery of support and caring environment	✓	
Understand of principles of budgetary control		✓
Experience/Knowledge/Qualifications		
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	✓	

Personal skill characteristics	Essential (Tick)	Desirable (Tick)
Personal Qualities		
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		✓