



Vacancy for Client Support Worker

Role description and information about how to apply.

The Shrewsbury Ark is a day centre for the homeless and some of the most vulnerable members of the Shrewsbury community, offering them advice and support in a warm and welcoming environment. The Shrewsbury Ark seeks to help those who feel excluded from society back onto their feet; and it will encourage in its clients the self-confidence and self-sufficiency to be able to secure a place to call home and thrive positively within their community.

The Shrewsbury Ark provides basic things most people take for granted. Our clients look to us for hot food and drink, showers and toilets, laundry, access to phones and IT, and some personal items, clothes and bedding; but most of all for a warm welcome, a non-judgmental chat and support as they try to turn their lives around. The Ark works with a wide variety of organisations, and when our clients want expert advice or intervention we are able to arrange appointments - often on our own premises.

The Shrewsbury Ark operates with a team of 8 paid staff (full and part time) and 40+ volunteers.

We are looking for a Client Support Worker to join our team to help provide support for homeless and vulnerable people in the Town.

THE BEST PERSON FOR THIS ROLE WILL BE:

Compassionate, positive and patient

Passionate about delivering positive change for some of the most vulnerable people in our society

Able to work with multiple agencies, building and nurturing strong working relationships

Great at communicating effectively with people

The appointment will be subject to an Enhanced DBS Clearance

ESSENTIAL SKILLS AND EXPERIENCE FOR THIS ROLE:

Ability to make a difference in supporting people to live a more fulfilling and independent life

Excellent organisational, interpersonal and communication skills

Compassionate about the care and well-being of others

Basic level IT skills and be able to use a computer to record information about the people you will be supporting

Ability to liaise effectively with key personnel in other agencies.

DESIRED SKILLS AND EXPERIENCE FOR THIS ROLE:

Previous experience in a similar role
Previous experience of working with and developing the capabilities of volunteers; recognising their skills and utilising them effectively
Proven ability supporting vulnerable clients/people/others
Knowledge of the voluntary sector (Either directly or as a partner organisation)
Previous experience of working with a non-profit organisation
A social care back-ground
Evidence of professional learning and development.

RESPONSIBILITIES OF THE CLIENT SUPPORT WORKER INCLUDE:

- a. Complete Client Registration forms when an individual first arrives in the Ark assessing their principal needs. Signpost and refer as appropriate (e.g., GP registration, registering as homeless etc). Continuously assess the support they may require, both practically and emotionally. Complete all paperwork as required by the Ark's records system, to ensure clients' details are always kept up to date and confidential.
- b. Ensure that client support issues that arise during the day are passed on to the Manager or Deputy Manager. Contribute to the resolution of those issues and of clients' other needs. This will include clients' use of the Ark's laundry facilities, shower and phone etc, assisting clients with applications for benefits, completion of forms and as appropriate acting as a navigator for clients in their dealings with other agencies.
- c. Identify and support individuals who may be ready to move into accommodation. Research potential properties contact landlords and relevant housing agencies to find and secure accommodation. Then assess any needs those individuals may have, and support them with budgeting, house-keeping and basic living skills where necessary. Work to ensure they have what they need to make their house a home and to maintain the tenancy.
- d. Cooperate closely, constructively, and harmoniously with the Outreach team and with other agencies involved in the support of Ark clients, sharing information as appropriate.
- e. Work closely with volunteers, both within the Ark and elsewhere.
- f. Assist in monitoring furniture and white goods donations, and in ensuring that these are distributed appropriately to clients in new accommodation with any electrical items PAT tested as necessary.
- g. Contribute to the safety and security of all in the Ark by ensuring that everyone arriving at the door is met with courtesy, following the protocols outlined by the Ark Manager.
- h. Identify any potential security or safety issues early and respond appropriately to support a calm conclusion; record and report any such incidents immediately to the Manager or Deputy Manager.
- i. Contribute to the maintenance of proper fire precautions and proper standards of health and safety throughout the Ark, and ~~that~~ proper standards of hygiene in the Ark generally and particularly in the kitchen, shower rooms and café areas.
- j. Promote the existence, task, challenges, and successes of the Ark to the public through news media and other appropriate means.
- k. Encourage cash donations to support the work of the Ark, ensure that all such donations are properly recorded and that, where appropriate, a Gift Aid form is signed by the donor.
- l. Assist with induction training for new volunteers.
- m. The Client Support Worker must also ensure that policies, procedures and risk assessments, particularly (but not exclusively) those relating to Health & Safety at Work, lone working and remote working, are observed, proposing adjustments to those policies and procedures, as necessary.

n. The Client Support Worker must work closely and constructively with the Manager of the Shrewsbury Ark Shop in respect of clothing for Ark clients. Clothes given to clients by the Shop, against a chit from the Ark, must be appropriate in quality and quantity to the client's circumstances.

o. The Client Support Worker (Admin) may also be required by the SCCA Trustees and/or the Ark Manager to undertake any other reasonable tasks or responsibilities within his or her competence.

ACCOUNTABLE TO:

The Client Support Worker is accountable to the Ark Manager who will also be their Line Manager; and through the Ark Manager to the Trustees of the Shrewsbury Christian Centre Association.

EQUALITY AND DIVERSITY

The Trustees welcome and value diversity in our organisation. We will not discriminate against anyone who wishes to apply for this role on grounds of race, religion, gender, sexual orientation, disability or any other diversity.

We will make reasonable adjustments to accommodate additional needs.

Applicants will be assessed against the essential and desired skills criteria and experience relevant to the Client Support Worker's responsibilities as laid out in this applicant document.

SALARY AND HOURS

The right candidate for this role can expect to receive a salary of not less than £22,218 pa, 25 days annual leave plus statutory holidays; access to continued professional development.

The standard hours are Monday to Friday 8am - 4pm (40 hours per week).

OTHER INFORMATION

The Shrewsbury Ark is run as a charitable enterprise by the Shrewsbury Christian Centre Association. The Ark was established in 2008 and now operates from 32 Castle Foregate in Shrewsbury.

For further information please visit:

Website: www.ShrewsburyArk.co.uk

Facebook: /ShrewsburyArk

Twitter: @ShrewsburyArk and @ArkOutreach

HOW TO APPLY:

Please send a CV via email to the Chair of Trustees, with a covering letter (not more than two sides of A4) outlining how you meet the criteria and why you are applying for the role of Support Worker to: Chair@ShrewsburyArk.co.uk

Closing date: 23rd December 2022. Interviews will take place in early January in Shrewsbury.