

## **JOB DESCRIPTION: Re:store Support Worker**

### **PAY & BENEFITS**

£22,073.13 per annum, pro-rata. Equal to £11.32 per hour. (Actual Pay, £13,243.88 p/a).

Employee Contribution Pension available.

Annual Leave 25 days + Bank Holidays, pro-rata. Additional discretionary leave between Christmas and New Year.

### **WORKING ARRANGEMENTS**

22.5 hours, over 3 days - Tuesday, Wednesday, Thursday (including evening/weekend when required).

Position funded by Big Lottery Help Through Crisis. Funding secured until May 2021, subject to successful review of service delivery.

### **OVERVIEW OF ROLE**

Work as part of a team to provide holistic support that enables individuals to increase in confidence, self esteem and motivation, and lead full and satisfying lives. There will be a focus on family work and building relationships with those accessing our family services. The role will involve providing direct support within Restore's midweek projects to help families and individuals with varying physical/mental health needs or social/ financial deprivation move from crisis to independence. The work will include signposting to other services, making active referrals, assisting with practical tasks and providing emotional and/or spiritual support.

### **DESCRIPTION OF ORGANISATION**

Re:store Northampton is a faith based charity run by Central Vineyard Church and supported by local people, to serve those in need within the town. Our intention is to join God in the renewal of all things, to bring communities to life. We seek to support families and individuals holistically, to see lives renewed and Northampton transformed. All projects of Re:store Northampton are focused on both meeting people's basic needs, and helping them move forward towards greater independence.

### **STATEMENT OF EQUAL OPPORTUNITIES**

Due to the nature of the work with vulnerable adults, all staff have to have a clear DBS. There is an occupational requirement under Schedule 9 of the Equality Act 2010 for this post to be held by a Christian who assents to our statement of faith. It is essential that the candidate has a clear report from the Disclosure & Baring Service, to work with Vulnerable Adults and Children.

## **PERSONAL SPECIFICATION**

### **Skills & Qualities**

- Great interpersonal and communication skills, including listening and coaching
- Empathy, compassion and understanding
- Patience and acceptance of the cycle of change
- Shows initiative and able to work independently, whilst respectful of leadership
- Spiritual and emotional maturity
- Able to lead confidently but also work well within a team
- Organised and good time management
- Good sense of humour
- Personal faith, active commitment to Central Vineyard and the aims/objectives

### **Qualifications, Knowledge & Experience**

Preferred qualifications, knowledge, and experience. If applicants do not fulfil all criteria, we encourage you to demonstrate equal experience that is relevant to the position.

- Qualification in social/health care or equal experience within charity/health/social sector
- Experience of working or volunteering within Re:store Northampton
- Experience or qualification in counselling, coaching or mentoring
- Understanding and experience of safeguarding, specifically taking lead responsibility or actively involved in the processes
- Experience of leading a team (volunteers or colleagues), especially in providing support work or community outreach
- Experience in being responsible for supporting adults and families, through case work, individual development plans and 1:1 support
- Understanding and sensitivity around issues that guests face including mental/physical/emotional health issues, addictions, abuse, homelessness and poverty.
- Knowledge of local services/charities that may benefit those that access Re:store, and current systems such as benefits, housing etc.
- Digitally competent and confident in using Apple based programs for word processing and data entry, and web based programs for support related applications/referrals

### **ROLES & RESPONSIBILITIES**

- Lead support work across all of Re:store's frontline projects, under the guidance and supervision of OT Manager (Hannah Osborne) and in partnership with the Project Co-ordinators.
- Recruit, support and guide volunteers in providing pastoral care and basic support to guests
- Provide 1:1 support to vulnerable adults and families in a drop-in and referral based environment, identifying needs and exploring options for further support (in-house or through active signposting)
- Create holistic action plans to enable guests to engage in meaningful activities to promote a sense of purpose, raised self esteem and independence.
- Support adults and families with practical needs, such as filling in forms, referrals to specialist services, accessing food bank etc.
- Adopt an intuitive pastoral approach within drop-in sessions (such as Nest) to identify and include isolated or disengaged adults and families
- Offer spiritual support through prayer and encouragement to guests in a sensitive and compassionate manner, with a commitment to seeing lives transformed.

- In line with safeguarding and confidentiality policies, share relevant information and work in partnership with other local support services to provide the best care and support for guests of Re:store
- Play a key role in Inspire by providing regular support with those on the programme, and be willing to be involved in mentoring of individuals. Assist the Inspire coordinator in monitoring user engagement and follow up non-attendees as required.
- Contribute to the development of support services within Re:store, including involvement in any group sessions with guests, such as arts/crafts, mental wellbeing and life skills workshops.
- Be able to apply personal and professional boundaries and ensure safe working environments through appropriate risk management.
- Support guests in giving feedback, completing evaluations and contributing to Re:store's monitoring system.
- Take responsibility for sharing current and relevant information with the team to provide the best support work across all services
- Ensure understanding and commitment to equal opportunities and diversity issues in policy and practice.

### **EXPECTATIONS FOR STAFF TEAM**

- Play an active part in the life of Central Vineyard. This includes investing in the development of their own personal faith.
- Commit to a IRTDM style of leadership, continuing to look for those you can develop and release into leadership.
- Work in partnership with the team, supporting and encouraging other team members and filling in where required and appropriate.
- Maintain a good level of relevant knowledge and expertise, including willingness to attend training opportunities.
- Attend Team Meetings, supervision, and appraisals, committing to identified actions as part of ongoing development
- Comply with all of Re:store Northampton & Central Vineyard's operating policies and procedures and recognise personal and professional boundaries in line with safety and safeguarding responsibilities.
- Act professionally at all times, representing the best interests of Re:store Northampton & Central Vineyard in all dealings with clients, partner agencies and other groups.
- Contribute to the effective running and development of Re:store Northampton & Central Vineyard, including any other duties reasonably requested by your Line of Management.

Central Vineyard Northampton & Re:store Northampton are both Charitable Incorporated Organisations.

Registered Charity Numbers CV: 1165184 & Re:store: 1154625

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