

Job Title	Spring of Hope Support Worker	Salary Grading	Ministry Support	Status	Permanent
Reports to	Spring of Hope Women's Shelter Manager	Occupational Requirement	Active Christian Faith Female	Work pattern	Full Time
Job purpose	To enable the mission of Jesus Christ through supporting vulnerable women with complex needs who seek shelter and encouragement as they engage with statutory and other support services.				
Key Responsibilities		Experience and Qualifications		Job Dimension	
<p>Support Worker Role</p> <ul style="list-style-type: none"> ○ Fulfil the role of Duty Manager in the night Shelter on six (6) nights in each four (4) week period. An alternating pattern of one (1) night on alternate weeks and two (2) nights on the intervening weeks will be required. ○ Participate in the training of volunteers who will fulfil shifts in the night shelter and/or support the service users in 1-2-1 work and signposting. ○ Support the Shelter Manager by helping to identify volunteers who show aptitude for Duty Managing; support their training and development to enable them to take on such a role. ○ Ensure that the housekeeping tasks are fully carried out on a daily basis and that the shelter cleanliness standards are maintained at the highest level. ○ Take responsibility for Health and Safety, Fire Marshall role and First Aid when Duty Managing. ○ Undertake routine checks within the Night Shelter facility. ○ Ensure that administrative records relating to the shelter and 1-2-1 work with service users are completed in a timely manner. ○ Undertake 1-2-1 support of users of the shelter, supporting them in their engagement with statutory and other services. <p>General Duties</p> <ul style="list-style-type: none"> ○ Contribute to the development of the Women's Shelter work as led by the Manager. ○ To take on additional tasks / responsibilities as they are developed within the Shelter work. ○ To support other CCM activities as appropriate. ○ To work within healthy life boundaries. 		<p>Person Statement</p> <p>An self-disciplined and compassionate person with a track record of serving others as part of a team through their practical and relational skills; helping the team to be effective and building trust with service users. A person who is able and willing to be flexible with their working pattern and the demands on their time. Has a sense of call to serve the client group through hosting a night shelter.</p> <p>Key Skills, Experiences and Qualities</p> <p>Essential</p> <ul style="list-style-type: none"> ● Has completed their secondary education, with Maths and English at GCSE Grade C, or equivalent. ● Experience of working individually and within a team in a challenging and demanding environment. ● Confident and clear communicator with people who have complex issues and needs. ● Experience of supporting vulnerable women as they address issues and progress towards sustainable lives. ● Positive, optimistic and resourceful when dealing with challenges and the ability to deal calmly with unexpected situations and crises. ● Effective in their communication with staff and volunteers. ● Basic skills in Windows based IT. <p>Desirable</p> <ul style="list-style-type: none"> ● BTEC in Health and Social Care or similar appropriate qualification. ● First Aid and Fire Marshall trained. 		<p>Team</p> <p>The Spring of Hope Women's Shelter team operate in a key client facing part of the Crisis Centre. They work in partnership with other Project areas and supporting functions to deliver the overall purposes of the charity whilst also working in close liaison with local partners.</p> <p>Key Relationships</p> <ul style="list-style-type: none"> ● Line managed by the Spring of Hope Women's Shelter Manager with regular review meetings to communicate on progress against planned work and objectives. ● Develop positive relationships with immediate team members, the volunteer work force and external partners / agencies that use the Spring of Hope building and/or support the women. ● To work alongside volunteers, supporting them in their roles, with participation in delivering training where appropriate. ● A fully participative member of the staff team attending staff meetings, prayer and worship times and training activities. ● To build good and supportive working relationships with the whole staff team. 	