

Job Description

- *Section S7(2) (Schedule 9, Paragraph 1 of the Equality Act 2010 applies)*
- *This post is exempted from Rehabilitation of Offenders Act 1974*
- *Fixed term until May 2023*

Job Title: Drop-in Support Worker

Location: Anawim, Balsall Heath, Birmingham, B12 9RJ

Grade: SCP 25-27

Salary: £24,706 - £26,343 per annum pro rata

Hours: 19 hours per week (2.00pm-5.00pm Monday to Thursday, 9.00am-4.30pm on Fridays)

Responsible to: Drop in and Outreach Coordinator

Background

Anawim seeks to support women who are vulnerable due to poverty, homelessness, abuse, rape, addictions, and may be drawn into prostitution and/or offending as a consequence. It recognises prostitution as exploitation of women. All staff, whether working in a paid or voluntary capacity, are expected to respect and work to the core values of respecting others, valuing all, and belief in the possibility of a life lived to the full.

Purpose:

Anawim's Drop-In aims to provide a safe supportive space where women can be listened to and gain practical and emotional advice. Drop-In provides support for women who attend with a range of issues including homelessness, financial issues, domestic abuse, and sexual violence among others.

About you:

Are you passionate about injustice, have a deep desire to see change, have skills in engaging and relating to women who may be homeless, in debt, sexually exploited, involved in crime, and often challenging? Can you use your own initiative to raise awareness and ensure that we are able to provide support to women who need it?

Main Duties and responsibilities:

1. Assist with the operation of Drop-In from 9am-5pm, Monday-Friday, building up a team of volunteers and students to support you and raising awareness in the community.
2. To welcome all women who access the Drop-In based at the Centre offering individual's a safe space, helping them to feel relaxed and accepted.
3. Offer individual caring practical support around housing, access to benefits, substance abuse, whatever needs the woman presents with, utilising excellent listening and engagement skills.
4. Be actively available to answer telephone and face to face enquires that relate to the Drop-In provision and or Anawim's wider services, being open and responsive.
5. Along with the Volunteering and Counselling Manager, be active in the recruitment, training and encouragement of volunteers and students who can assist in the Drop-in to maintain resources, make follow up phone calls, provide activity sessions such as art and craft, discussion forums and workshops.
6. To regularly check and update Drop-In resources such as job vacancy board, leaflets and the directory of support services information.
7. Complete follow up casework, input data in Anawim's internal database and feedback on project to line manager/ wider staff team. Maintain accurate case files by regularly inputting client information and recording outcomes.
8. To provide support to clients who access the Drop-In on more than one occasion and any other associated case work. Conduct initial and or follow up assessments to any women who accesses the Drop-In provision. Offer ad-hoc support as and when clients require, all with a view to enabling the woman to make positive progress.
9. To promote the Drop-In Provision within the local community; including community outreach, leaflet design and distribution, and partnering with local agencies.
10. Demonstrate a flexible approach to working hours, as the Drop-In is designed for women who operate outside of normal daytime hours, sessions and activities will often take place during evenings and on weekends.
11. To be able to research and disseminate information as required, recording data consistently to help with on-going funding applications.
12. To be able to put together food, clothes and toiletry parcels as and when required.
13. To work with volunteers and students so that the service delivery is co-ordinated accordingly.

14. Support, advise and signpost on practical matters such as money managements, benefits, homelessness, drug treatment, parenting, healthcare, training, education and employment opportunities.
15. Demonstrate an awareness of the principles of equal opportunities and to be committed to their implementation.
16. Follow policies and procedures as set out by Anawim and comply with all relevant legislation, in particular the Health and Safety at work act.
17. Participate in meetings and training as appropriate to the work.
18. Undertake additional duties within the overall running of the Anawim project as may be identified in consultation with the service manager and team.
19. Identify and minimise risks.

Additional Tasks:

It is in the nature of our mission that tasks and responsibilities are in many circumstances unpredictable and varied. All workers are therefore expected to be flexible so that when the occasion arises, tasks that are not specifically covered in their job description are undertaken. These additional tasks will normally be to cover unforeseen circumstances and should be compatible in the job description in consultation with the employee.

PERSON SPECIFICATION

Job Title: Drop-in Support Worker (Balsall Heath)

Location: Anawim Women’s Project, Birmingham, B12 9RJ

| <u>Factor</u> | Essential | Desirable | Method of Assessment |
|--|---|---|-----------------------------|
| <u>Knowledge and Experience</u> | <p>Experience of working with vulnerable women with a range of complex issues</p> <p>Experience of holding a caseload & undertaking regular 1-1 interventions & reviews.</p> <p>Knowledge of benefits, housing & employment</p> <p>Understanding of safeguarding issues and cultural awareness particularly of the South Asian communities</p> <p>Knowledge of the criminal justice system</p> <p>Working knowledge of issues surrounding drug and alcohol misuse, offending and prostitution</p> | <p>Knowledge of law, immigration and asylum</p> <p>Language skills Punjabi, Urdu, Mirpuri</p> | A, I, R |
| <u>Skills and abilities</u> | <p>Excellent interpersonal, communication, assessment and listening skills</p> <p>Ability to proactively engage with women who are sometimes difficult to draw in, demonstrating excellent customer service</p> <p>Ability to maintain a high standard of case file recording in line with current procedures using electronic database</p> <p>Understanding of diversity and anti-oppressive practice, other cultures and religions</p> <p>Ability to network with other agencies and professionals i.e. Police, Probation, promoting the Anawim service speaking and presenting at team meetings and conferences when</p> | Language skills | A, I, R |

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| | <p>necessary</p> <p>Able to work as a member of the team and share information internally and with outside agencies</p> <p>Understanding of the need for confidentiality and its limitations, & data protection</p> <p>Hold excellent professional boundaries enabling an ability to cope with stressful and emotional work</p> <p>Ability to work with women in one to one meetings to increase her motivation to change and develop, recognising her needs</p> <p>Ability to produce reports presentations and displays as required</p> <p>Good IT skills, ability to use email, electronic calendars, databases & find information on the internet</p> <p>Ability to plan and prioritise work</p> | | |
| <u>Other</u> | <p>Calm, friendly and approachable disposition</p> <p>Flexibility and a willingness to work evenings and occasional weekends.</p> <p>Enhanced Disclosure from the Criminal Records Bureau. (Requested by FHS if appointed)</p> <p>Full driving licence and use of own vehicle</p> | | A, D, I, R |
| Commitment | To respect the core values and beliefs of the Project and its Founding partners. | | I |

Method of Assessment: A = Application Form D = Documentation I = Interview
T = Test/Exercise P = Presentation R = Reference