

FREEDOM COMMUNITY ALLIANCE JOB DESCRIPTION



POST TITLE:	FCA Vulnerable Person Support Worker						
POST NO:	FCA/DC 01-2025	SERVICE UNIT:	Day Centre Services				
HOURS:	Up to FT - 37.5 hrs pw	HOLIDAYS:	28 days annually inc. BHs (pro rata)				
SALARY:	£24,000 pa (pro rata)	CONTRACT	Fixed 12 months				
JOB PURPOSE:							
<p>Freedom Community Alliance is a Christian charity based in Barnstaple that delivers support, in partnership with other front line agencies, to vulnerable local adults.</p> <p>One of the services that FCA provides is a day centre service based at the Freedom Centre. The service includes an open access service between 1130am and 1.30pm four days a week from Monday to Thursday where clients can access food as well as practical and emotional support.</p> <p>Clients of the Freedom Day Centre include those who are rough sleepers; have substance mis-use issues; experience mental health problems; criminal offending and are likely to be suffering from the causes and effects of social exclusion, poverty and deprivation.</p> <p>Freedom Day Centre staff work as part of a wider North Devon Rough Sleeper Service which is made up of staff from partner agencies that work with rough sleepers and those in temporary accommodation – including on site sleeping pods. These Partners include North Devon Council, Mental Health, general NHS nurse and GP, Together drug and alcohol support, police and others. The team works in an integrated way to deliver tailored support on site and through outreach patrols to rough sleepers and those in temporary accommodation.</p> <p>The role holder will be expected to work collaboratively with Freedom colleagues and partners within the Rough Sleeper Service to engage with clients, listen to them to understand their needs, and provide practical and emotional support that will encourage and enable clients to take control of their lives and make positive forward steps. This will be during open access times in the day centre; through appointments on site at other times; through outreach patrols (sometimes out of normal office hours); whilst helping to provide breakfast to users of temporary accommodation and by attending appointments with support clients. The role holder will help facilitate the smooth running of the open access day centre which may include helping with the provision of meals and covering the reception function. At other times the role holder will work flexibly to respond to partnership priorities and client needs.</p> <p>They will be expected to explore with colleagues and partners new ways to deliver better trauma informed and holistic support to clients including types of social prescribing and seek to build wider partnerships to help deliver the aims of the role. They will be expected to deliver 'navigator' type focussed support to more entrenched rough sleepers referred by North Devon Council.</p> <p>The role is based at the Freedom Centre and the role holder will be accountable to the Freedom Day Centre Manager.</p>							
POSITION IN ORGANISATION:							
Number Directly Supervised: Staff: 0 Volunteers: 0							
Immediate Superior (post title): Day Centre Manager							
POST CLASSIFICATION (tick one box):							
Director in Charge	Exec. Director	Head Major Division	Senior Managem't	Middle Managem't	Junior Managem't	Supervising Small Section	No Supervisory Responsibility
							✓

MAIN DUTIES (briefly summarise principal duties. Do not list every task)

- To work as a team with colleagues and partners under the supervision of the Day-Centre Manager to provide a safe, friendly and professionally run Day-Centre facility that meets the needs of clients.
- To welcome, get to know and understand the issues facing new clients who enter the Day Centre ensuring client profiles are completed.
- To provide personal support to new and existing clients in a non-judgemental and trauma informed way.
- To carry out effective assessments for clients as the opportunity arises covering the information necessary for the support requested.
- To provide advice, information, signposting and referrals covering a broad range of topics such as facilitating access to:
 - Help and support or treatment for substance use
 - Education, training and employment opportunities
 - Housing related support, both residential and floating support
 - Counselling and additional therapies and services on offer at the Freedom Centre
 - Mental and/or general health related support
 - Help with benefits
 - North Devon Food Bank
 - Food parcels, clothing and shower facilities within the Freedom Centre
 - Personal support with letter writing, form filling, making telephone calls and working on their behalf when dealing with other agencies.
- Assist the Day Centre Manager in supporting Day Centre volunteers.
- Develop and maintain strategic links with statutory and non-statutory service providers relevant to the work of the Day Centre.
- To help with the provision of breakfast to users of temporary accommodation provided by Freedom.
- As part of the Enhanced Rough Sleeper Outreach Team to work with partner agencies to deliver integrated support including regular outreach street patrols and home visits.
- To provide a housing support function to allocated clients using Temporary Accommodation.
- To maintain accurate, up to date records of client contact using the approved client database and in compliance with General Data Protection Regulations.
- To maintain accurate records of client progress through the completion of internal monitoring and evaluation paperwork.
- To participate with regular supervision from your line manager.
- Undertake dynamic risk assessments and evaluations of safe working practices within your role to ensure risks are managed and minimised for all staff and beneficiaries.
- To attend and participate with multi agency meetings as the need dictates.
- Identify personal training needs to ensure personal development and skills growth.
- Provide active involvement and support to all staff / management meetings as required.
- To provide a professional interface to everyone interacting with Freedom Community Alliance including, beneficiaries, staff, visitors, members of the public and workers from other agencies.

SKILLS, KNOWLEDGE AND EXPERIENCE:

The postholder will:-

- Be friendly, approachable and empathetic who can communicate effectively with people from all backgrounds in an empathetic, compassionate and non-judgemental way.
- Be flexible in their approach to work and a good team player who is willing to support colleagues with their work whenever possible.
- A good listener who is sensitive to the emotional and practical needs of clients
- Be confident in communicating in both group environments and one to one with clients.
- Recognise they are an ambassador of Freedom Community Alliance having a clear understanding of what good customer service looks like and an ability to deliver high standards of customer care.
- Posses excellent inter-personal skills with the ability to relate well with all contacts; to be diplomatic and remain calm under pressure and in stressful or volatile situations.
- Possess the skills and confidence to effectively manage conflict and to work alone when safe to do so as well as to engage with clients away from the centre on outreach patrols.

- Be able to demonstrate good judgement and prioritisation skills and good levels of resilience.
- Have excellent decision-making, problem solving and analytical ability.
- Possess good written as well as verbal communication skills
- Be a good, supportive, encouraging team player
- Have high levels of professionalism being committed and conscientious and having the ability to carry out work with minimum supervision.
- Have a good awareness of factors involving confidentiality, safeguarding and professional boundaries.
- Possess PC skills in Microsoft Office.- Outlook, Word, Excel etc
- Embrace and promote the mission, vision and values of FCA.

Experience and Qualifications

Essential elements

- GCSE or equivalent in English Language and Maths.
- Experience of using Microsoft office packages or similar, especially word and outlook
- Experience of providing support to vulnerable people, ideally including those with drug and alcohol issues.
- An understanding of confidentiality, risk assessments and health & safety at work.

Desireable elements

- Experience of undertaking detailed assessments of clients' needs.
- An understanding of the issues affecting homelessness and social exclusion would be beneficial.
- Experience of working in a multi-agency environment would be beneficial.

Freedom Community Alliance is a Christian Charity and the job holder will need to demonstrate an open and accepting attitude towards the Christian ethos of the Charity.