

## Job Description

<b>Job Title</b>	Support Worker
<b>Responsible to</b>	TBC
<b>Responsible for</b>	N/A
<b>Based</b>	Peterborough
<p><b>Summary and purpose of role:</b> The purpose of this role is to support the health, wellbeing and social needs of people living with HIV and those at significant risk of HIV, in Peterborough. The aim of our HIV Support service is to help reduce physical, emotional and mental ill health and hospital admissions for service users, by helping to reduce stress factors and empowering them to make informed decisions and live confidently.</p> <p>The post holder will provide 1-1 emotional support, practical support and support with benefits, money management and job/training search. The post holder will be expected to form positive, trusting, professional relationships with service users and ensure that confidentiality and professional boundaries are maintained at all times. You will have an understanding of Adult Safeguarding, but training will be provided.</p>	

### Key duties for Support Worker

1. To hold and manage a caseload
2. To provide 1-1 emotional support, practical support and support with benefits, money management and job/training search/issues
3. To ensure that a new client file is set up and that only appropriate and relevant information is recorded and that this record is based on facts; personal views must not be given in any recorded information
4. To maintain and manage service user files
5. To arrange the initial support meeting with service users assigned to you and agree a support plan with service users based on their assessed needs
6. To ensure that service users are signposted or referred to other services or support either internal or external, where necessary
7. To ensure that a risk assessment is carried out prior to an initial home visit
8. To understand the organizational safeguarding policy and procedures and to ensure any identified issues are escalated in line with the policy and procedures
9. To plan and facilitate HIV support group sessions when required
10. To assist with mail outs
11. To compile monitoring and performance reports as requested by your line manager
12. To attend the office in Cambridge when necessary
13. To travel around Peterborough and Cambridgeshire as necessary

**All DHIVERSE employees are required to:**

- Keep their online calendar up to date at all times, so it clearly shows who, where and when for each day. All external meetings/visits must show full name, address and postcode of the person you are visiting. Both 'Working at home' times and 'Office' times must be clearly displayed in the calendar with start and finish times clear
- Meet agreed deadlines
- Submit reports and data as requested by line manager or CEO
- Promote and adhere to Dhiverse's Equal Opportunities Policy, Confidentiality Policy; Adult Safeguarding; Lone Working; Service User's Statement of Rights & Responsibilities and all other policies and procedures
- Take all possible steps to ensure their own safety and the safety and confidentiality of other staff, service users, volunteers, visitors and other stakeholders
- Take responsibility for the security of buildings and their contents
- Attend meetings, conferences and undertake training and personal development as appropriate
- Participate in 1-1 meetings with their manager
- Participate in Dhiverse events and campaigns
- Take responsibility for all personal administration and be self-managing at all times
- To ensure that all correspondence/information sent out is in the preferred format of the recipient; clear; accurate; consistent; well-presented and in line with the image of Dhiverse
- Ensure that they communicate the aims of Dhiverse and their area of work and other Dhiverse services accurately and consistently
- Work to the values and approach of Dhiverse at all times
- Maintain professional boundaries at all times
- Work as part of a team

Dhiverse is a small team and all staff are committed to the organization as a whole, willing to help and support colleagues where necessary and contribute ideas that will take the charity forward.

## Person Specification for Support Worker

### Essential requirements:

- At least 1 years' experience of providing 1-1 support to vulnerable adults and/or adults with a long term condition.
- At least 1 years' experience of supporting individuals with a range of needs.
- Educated to at least GCSE level or equivalent
- A knowledge and understanding of the importance of maintaining professional boundaries; confidentiality and information governance
- Ability to organize, manage, plan effectively, work under pressure and on own initiative
- A knowledge and understanding of the adult safeguarding process
- Good written and verbal communication skills including report writing
- Excellent client file management skills and the ability to manage and record client information accurately
- An understanding of issues and barriers faced by people living with and affected by HIV
- Excellent interpersonal, organizational, presentation, time management and negotiation skills
- IT skills to at least intermediate level.
- Fully competent in the use of Microsoft Office
- Good communicator
- Ability to be flexible and adaptable within both the role and the organization when necessary
- Friendly, approachable and non-judgmental
- The ability to travel around the county when necessary
- The ability to work occasional early mornings, evenings and weekends, when necessary
- The post holder will need a satisfactory Enhanced DBS check

### Desirable requirements:

- A knowledge and understanding of housing and welfare benefits
- A full driving license and access to own transport
- Experience of living with HIV or supporting someone with HIV
- Experience of working with BAME communities
- Experience of working in the NHS
- Experience of facilitating groups
- A qualification in health promotion, public health, social work, community work or education
- Counselling skills
- Demonstrable knowledge of service user involvement