

Sue Lambert Trust



JOB DESCRIPTION

Job Title: Groundwork Team Support Worker
Responsible to: Groundwork and Resilience Manager
Location: Norwich
Hours: 15 hours per week (open to flexible working arrangements)
Salary: £19,972 pro rata based on 37.5 hours per week

Background Information

Sue Lambert Trust provides kind, safe, supportive help in Norfolk to those who have ever experienced sexual abuse including domestic abuse.

We provide free, specialist support that enables people to recover, heal and build resilience to face the future. Our support is organized around a three-phased trauma informed approach. Phase One Groundwork is designed to support clients with practical issues as well as providing stabilisation in preparation for counselling. Around 200 clients per year access this service. Phase Two Counselling is the core provision and is delivered by 70+ trained counsellor volunteers working with around 300 clients weekly. Phase Three aims to build resilience and includes interventions such as self-help groups.

We are funded by the Office of the Police and Crime Commissioners Office, Ministry of Justice, National Lottery and several local and national Trusts and Foundations.

With the launch of a new strategy to guide us through to 2026 it is an opportune time to be joining an organization that is ambitious in its support for its clients.

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JOB DESCRIPTION

Job Title Groundwork Team Support Worker

Responsible to: Groundwork and Resilience Manager

Job purpose: To provide additional support to the most vulnerable Sue Lambert Trust clients - to include telephone support, face to face support, one-off support, advocacy, and support to access other services.

Main responsibilities:

Client work

1. Take referrals as allocated by the service manager and manage a personal caseload of clients.
2. Make contact with clients and arrange appointments and, occasionally, assessments of individual clients' needs.
3. Complete support assessments with clients and agree suitable plans of support to be provided.
4. Work with individual clients to assess and review their needs regularly – work with clients to make decisions on next steps.
5. Co-facilitate (with support) groups and peer support networks of individuals who have survived abuse.
6. Ensure that decisions made are in the best interest of clients at all times.
7. Maintain regular contact with clients as agreed – by phone, email or face to face as appropriate.
8. Where necessary advocate for clients, ensuring their voice is heard, their rights are respected and that they can access the services they are entitled to.
9. Work with other SLT staff and other agencies to manage client issues and support client recovery as appropriate.
10. Attend meetings with other agencies/support organisations with clients as appropriate.
11. Close cases when appropriate and notify the service manager of capacity on a regular basis.
12. Complete paperwork and collate information as required, supporting the administrative team to maintain records.
13. Work with Clinical team to review and manage cases
14. Complete review calls to clients on the waiting list as required
15. Support administrative staff in responding to urgent queries and requests from new and existing clients as required

Other duties

1. To attend clinical supervision as required.
2. Identify any issues in service delivery or barriers that may prevent individuals, or minority/hard to reach groups, from accessing services and to advise the service manager accordingly.
3. Attend training as required.
4. Any other duties as commensurate with the role

PERSON SPECIFICATION

Experience

1. Experience of working with people with additional needs in a social care or mental health environment.
2. Experience or appreciation of working with people who have experienced sexual or domestic violence or abuse.
3. Proven experience of working with people to develop their independence and empowerment.

Skills/knowledge required:

4. Exceptional communication skills, both verbal and written.
5. Understanding of the person-centred approach to working with people who have experienced violence or abuse.
6. Good understanding of professional boundaries – including appropriate beginnings and endings with clients.
7. Ability to communicate with people at all levels and to motivate others.
8. Good written skills – ability to record information clearly and appropriately.
9. Good time management skills – self motivation and ability to prioritise.
10. Dynamic/can do approach.
11. Good team player – able to support and work with colleagues.
12. Good negotiation skills and some experience in working with other agencies.
13. Ability to work on own initiative and to identify solutions to every day issues.
14. Knowledge and understanding of inclusivity and diversity issues.
15. Understanding of systems to collect and analyse evidence of impact of services on clients.

Other requirements:

1. Ability to work flexibly with occasional unsocial hours
2. Full driving licence or ability to travel to alternative locations in County and drive clients, on occasion (for which reasonable expenses will be paid)

To apply please submit a covering letter and your most recent CV to recruitment@suelambertrust.org.

Deadline for applications is the **30th January 2022**.