

SUPPORT WORKER JOB & PERSON SPECIFICATION

Job Title:	Temporary Support Worker
Responsible to:	Project Senior Support Worker
Project Base:	Rhyl
Contract	25th June 2018 – 30 September 2018 (or subject to further funding)
Hours:	22.5 hours per week
Pay:	£8.00 per hour

The role of the Worker is to provide general support to the project by collating data and providing information to enquirers etc. All duties are to be carried out in line with ARC's current operating policies and procedures and any procedures of the partnership agency/funder that apply.

JOB CONTENT

1. To provide general support to the Rhyl and Colwyn Bay projects e.g. supervising dayroom activities; one-to-one support, advice & guidance; attend scheduled appointments with service users; supervise sport and other activities; office administration duties; data inputting; maintaining records and other central returns
2. To provide 'first line' information and advice to volunteers/enquirers
3. To gather information from a variety of sources e.g. internet, local and national data sources
4. To cover any appropriate aspect of other team members roles in their absence
5. To be self-administrating
6. To contribute to meeting project or departmental targets and objectives
7. To take part in regular supervision with line manager
8. To participate in the general development of ARC through meetings, training and attendance of other events
9. To carry out any other duties within the scope of the post
10. To contribute to arrangements for volunteer selection e.g. sending out application forms; arranging interviews; participating in interviews; carrying out post interview administration
11. To contribute to maintaining productive relationships with partner agencies e.g. attending appropriate meetings, networking etc.
12. To assist in the processing of participant referrals e.g. receive referral details, participate in interviews and group work activities, contribute to action plans etc.

PERSON SPECIFICATION – Temporary Support Worker

Evidence of meeting the criteria in this person specification must be shown when completing the application form for the post and will be further tested at interview through questioning and testing.

CRITERIA	E/D	CONTEXT
SKILLS/ABILITIES		
Administration	E	Data collation and inputting, maintaining records, word processing documents, general office duties.
Communication	E	Verbal and written, dealing with telephone enquiries, taking messages, providing 'first line' information and advice
Management of time and workload	E	Planning work, meeting deadlines
Information gathering	D	Gathering information from a range of sources
Working within organisational policies	E	Implementing organisational policies e.g. Confidentiality, Equal Opportunities/Diversity, Health & Safety
KNOWLEDGE/UNDERSTANDING		
Working with volunteers	D	Understanding of volunteer recruitment
Monitoring	D	Understanding of the purpose of monitoring
Needs of offenders and other disadvantaged groups	E	Understanding of the needs of offenders and other disadvantaged groups
EXPERIENCE		
Working in an office/training environment	D	General office duties, presentation skills
Post-specific skills/abilities; knowledge/understanding; experience		
SPECIAL CONDITIONS RELATING TO THIS POST		
		CRB Disclosure required ✓