

JOB DESCRIPTION

SERVICES SUPPORT WORKER - PART TIME (6 hrs)

JOB SUMMARY: Serving those hurt by loneliness by:

Providing Telephone and Social Group support to adults of all ages, the majority living alone, not digitally connected and coping with additional physical and / or mental health challenges.

Responsible to: Service Development Co-Ordinator

Rate of Pay: £10.46 per hr

Hours: 6 hours a week on Tuesdays

KEY RESPONSIBILITIES: Assisting in the delivery of the telephone support and social group services by

- Telephoning Archway Friends (service users) allocated to you
- Using active listening skills to enable Archway Friends to share their current situation, feelings and concerns (and their joys and achievements)
- Keeping accurate work records of calls made using Lamplight Database system
- Alerting your line manager (or other senior staff member when they are not available) to any concerns about the calls made and situations identified paying particular attention to any safeguarding issues.
- Being the point of contact for named volunteers providing telephone support.
- Keeping accurate work records of feedback from volunteers.
- Participating in social groups as directed by your line manager, serving as a role model in listening and in facilitating social communication.
- Participating in the Peer support groups for volunteers and staff.

Monitoring, Evaluation, Record Keeping and Reporting

- Maintaining accurate and up to date records of volunteers and Friends.
- Implementing agreed assessment, monitoring and evaluation tools to provide evidence of effectiveness of the service.

Working with other Archway Foundation Staff

- Liaising with other Archway Foundation Staff in relation to the needs of the Archway Friends and volunteers.

Other

- Maintaining own professional expertise, including attending training as necessary, and participating in an annual appraisal.
- Attending staff meetings, away days and other similar staff events.
- Undertaking any other duties commensurate with the post as may be agreed with the Service Development Worker

The above items outline the main duties and responsibilities of the post and are designed to give an accurate flavour of the nature and scope of the role. It is the practice of The Archway Foundation to periodically review job descriptions and update them. The process will be conducted in consultation with the post holder. It is our aim to reach agreement on any changes but if agreement cannot be reached The Archway Foundation reserves the right to insist on such changes to the job description after consultation with the post holder. Please note that on being offered the position, a DBS (formerly CRB) check will be required as The Archway Foundation is a service provider for Vulnerable Adults.

PERSON SPECIFICATION

Criteria	Essential	Desirable
Knowledge & Experience	Working with a person-centred approach. Knowledge and understanding of loneliness and mental health	Experience of working with volunteers/ of being a volunteer Experience of telephone befriending / offering telephone support / group support
Skills and Abilities	Good listening, verbal and written communication skills Accurate recording skills Able to work alone as well as with others Familiar with using Zoom for on line communication. Committed to equal opportunities and to meeting the needs of disadvantaged individuals	Excellent listening, verbal and written communication skills An aptitude for quickly learning new systems e.g. bespoke data base systems Ability to respond flexibly to a constantly changing environment, workload and demands Competent in using Zoom for individual and group communication and activity Demonstrates ability to recognise and understand challenging interpersonal

	Able to develop positive relationships with a variety of people including service users, family/carers, volunteers and referrers.	difficulties and to respond in a beneficial manner, setting appropriate boundaries.
Other	Respect for maintaining the values of The Archway Foundation	