

Do you enjoy working one to one with people;  
supporting them to lead full and active lives?

If so, join our team of Community Support Workers.

## THE WORK OF HEADWAY EAST LONDON

Headway East London (“Headway”) is a charity supporting people affected by brain injury. With service users (Headway’s ‘members’) from across 13 London boroughs, we offer specialist support and services to around 250 survivors each week, as well as support and advice to their family, friends and carers.

These services include a day service, neurological therapies, one to one community support, advice, advocacy and family support. As the effects of brain injury are long-term, so is our support. We believe that every one of our members has something to contribute to both Headway and the wider community.

## COMMUNITY SUPPORT WORK

The ethos of the Community Support Worker Service is embedded in Headway’s vision that every person with a brain injury is valued, respected and should be empowered to fulfil their potential to lead full and active lives.

As a Community Support Worker, you will work one to one with survivors in their own homes and the local community to collaboratively:

- Aid them to complete daily tasks and gain further independence
- Support them as they seek to come to terms with their injury
- Help them to re-integrate into family and community life, including returning to study or work
- Maximise the opportunities and choices available to them
- Manage complex activities at home like managing finances, budgeting and paper work
- Develop and maintain a daily and weekly structure which promotes well-being (including monitoring health, meal planning and engaging in exercise).

For more information about the service and the work of Headway East London, please visit our website: <http://headwayeastlondon.org/services/#community-support-work>



## BENEFITS OF WORKING AS A SUPPORT WORKER FOR HEADWAY

- Employment on a casual flexible contract basis. You will have your own regular, weekly caseload and guaranteed minimal weekly hours\*, providing you with the opportunity to build a close working relationship with survivors of brain injury.
- Paid travel time between members if you see more than one member in a day, and the expenses related to this travel.
- Ongoing paid supervision and training including:
  - » A comprehensive two-day induction
  - » One to one supervision every six-eight weeks
  - » Access to peer supervision and on-going training throughout the year
- Access to our team of experienced staff and therapists for specific advice and support in your role.
- Access to an Employee Assistance Programme (including confidential counselling and advice on a wide range of work and personal issues).
- Access to HEL's eyecare scheme
- Access to free flu jabs
- Access to Employee Discount Schemes
- The loan of a smart phone for work purposes (please note you will require access to a computer and the internet for elements of your work).

\*Subject to a one month notice of change

## DISCLOSURE AND BARRING SERVICE (DBS)

The DBS check is a legal requirement for everyone that works in the social care sector. If you would like to find out more about the DBS, please take a look at their website: [www.gov.uk/disclosure-barring-service-check](http://www.gov.uk/disclosure-barring-service-check) or call them on 0300 0200 190

## INTERESTED?

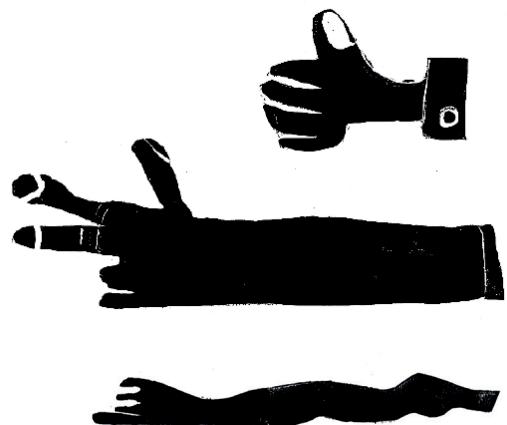
Headway East London values diversity, promotes equality and challenges discrimination. Our members are drawn from 13 London boroughs, which together have one of the most diverse populations in the UK. We are committed to recruiting a and workforce and board which reflect this diversity.

If you would like to apply please contact Fiona Aravindakshan or Natasha Lockyer by email at: [fiona.aravindakshan@headwayeastlondon.org](mailto:fiona.aravindakshan@headwayeastlondon.org) or [natasha.lockyer@headwayeastlondon.org](mailto:natasha.lockyer@headwayeastlondon.org)

## CONTACT DETAILS

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[www.headwayeastlondon.org](http://www.headwayeastlondon.org)

Registered Charity No. 1083910  
Company Registration No. 3998925  
Affiliated to Headway – the brain injury association



# Headway East London

## Job Description

<b>Job Title:</b>	Community Support Worker
<b>Service:</b>	Support Worker Service (SWS)
<b>Contract:</b>	Casual
<b>Salary:</b>	£11.14p/h
<b>Responsible to:</b>	Support Worker Service Manager
<b>Line manager:</b>	Support Worker Service Manager
<b>Main Purpose:</b>	To work one to one with survivors of acquired brain injury in their own homes and the local community, as part of the Headway East London (HEL) Support Worker Service (SWS)

### General Duties:

1. Support survivors of acquired brain injury to maximise or maintain their autonomy and independence in their home environment and their community,
2. Assist members to plan and organise their daily activities including accompanying them to appointments with health and statutory care providers.
3. Support members to access the community: including educational, social, leisure, physical and vocational activities.
4. Support members to develop and maintain a daily and weekly structure which promotes their wellbeing (this may include helping them to monitor their health, helping them with budgeting, meal planning, engaging in exercise, and participation in activities in the community)
5. Support members to maximise their income through benefit entitlement and budgeting.
6. Support members to complete relevant statutory paperwork.
7. Provide appropriate and relevant advice, information and advocacy, to members and their families, in conjunction with the other Headway staff.
8. Make appropriate referrals to other Headway services, social services, community rehabilitation teams, other voluntary services and / or any other relevant support services.
9. Liaise with Headway's day service, therapy service and casework service staff, as well as professionals from statutory and non-statutory organisations as appropriate.
10. Engage members collaboratively in the delivery of their support activities.
11. Implement and monitor specific support / rehabilitation and risk management plans, and provide appropriate feedback.
12. Maintain accurate and up to date records and monitoring documentation on all community support work undertaken. This may include summaries of support work.
13. Seek, and engage in, regular supervision with the Support Worker Service Manager and attend peer support and team meetings, as required.
14. Report to the Support Worker Service Manager.

**Other duties:**

15. Demonstrate a commitment to the aims, ethos and policies and procedures of Headway
16. Abide by health and safety guidelines and sharing responsibility for your own safety
17. Any other duties that may reasonably be required.

This job description outlines the current main responsibilities of the post; however, the duties of the post may change and develop over time and the job description may be amended in consultation with the post holder.

# Headway East London

## Person Specification – Community Support Worker

<b>Essential</b>	<b>Desirable</b>
<p><b>Experience</b></p> <ol style="list-style-type: none"> <li>1. Experience of lone working</li> <li>2. Experience of working with people who have physical, cognitive, psychological or learning needs</li> </ol>	<ol style="list-style-type: none"> <li>1. Experience of working as part of a team of staff and volunteers</li> <li>2. Experience of working with people with acquired brain injury</li> <li>3. Experience of writing notes about client progress</li> </ol>
<p><b>Skills, Knowledge and Abilities</b></p> <ol style="list-style-type: none"> <li>1. Excellent verbal and written communication skills</li> <li>2. Excellent organisational skills</li> <li>3. Ability to self-motivate and work confidently on own initiative</li> <li>4. Ability to problem solve and prioritise</li> <li>5. Good literacy and numeracy skills</li> <li>6. Good computer literacy including working knowledge of Microsoft Office</li> <li>7. Ability to learn quickly</li> <li>8. Ability to work under pressure and to stay calm in stressful situations</li> <li>9. Ability to relate well to people from different backgrounds on a one-to-one basis</li> <li>10. Ability to listen and be empathetic to others' situations</li> <li>11. Ability to implement and monitor specific support / rehabilitation and risk management plans</li> </ol>	<ol style="list-style-type: none"> <li>1. Knowledge of acquired brain injury and its effects</li> <li>2. Knowledge and understanding of the demographic Headway East London serves</li> <li>3. Advocacy skills / training</li> <li>4. Knowledge of statutory and non-statutory organisations and services (i.e. CIB, Health and Social Care, other charities, community resources)</li> <li>5. Knowledge of safe guarding issues</li> <li>6. Knowledge of the welfare benefits system and relevant legislation</li> </ol>
<p><b>Other Requirements</b></p> <ol style="list-style-type: none"> <li>1. Be personally and professionally responsible</li> <li>2. Ability to seek and utilise supervision and support systems in place to support self-care</li> <li>3. A commitment to equal opportunities</li> <li>4. Be flexible and open to new challenges, ideas, and experiences, and able to be self-reflective</li> <li>5. Sense of humour</li> </ol>	<ol style="list-style-type: none"> <li>1. Awareness of issues relating to disability and social exclusion</li> <li>2. Willingness to work occasional evenings</li> </ol>