



# Are you a Support Worker?

## - Join our team

### THE WORK OF HEADWAY EAST LONDON

Headway East London ("Headway") is a charity supporting people affected by brain injury. With clients 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.

We provide therapies, advocacy, family support and community support work alongside our specialist day service: a community venue where members can make the most of their abilities and interests. We believe that every one of our members has something to contribute to both Headway and the wider community.

We also promote awareness and understanding of brain injury by providing information, acting as an educational resource for universities, offering training to professionals and businesses, and running projects engaging our members with the public.

Our vision is to build a society where people with brain injury are valued, respected and able to fulfil their potential to lead full, active lives.

### COMMUNITY SUPPORT WORK

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

- 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 paperwork
- 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 US**

- Competitive pay and pension\*
- Employment on a flexible contract basis. However you will have your own regular, weekly caseload and the opportunity to build a good working relationship with clients
- Access to our team of experienced staff and therapists for specific advice and support including: a Neurophysiotherapist, Occupational Therapist, Psychotherapist and Casework Manager.
- Ongoing supervision and training including:
  - Comprehensive two day induction
  - One to one supervision every eight weeks
  - Access to peer supervision and on-going training throughout the year

\*Dependent upon hours worked

## **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 **0870 90 90 811**

## **INTERESTED?**

If you would like to apply please complete our application form and send to [recruitment@headwayeastlondon.org](mailto:recruitment@headwayeastlondon.org)

If you have any further queries, please contact Julia Alexander or Fiona Aravindakshan on **0207 7497790** or email: [julia.alexander@headwayeastlondon.org](mailto:julia.alexander@headwayeastlondon.org) or alternatively [fiona.aravindakshan@headwayeastlondon.org](mailto:fiona.aravindakshan@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 Services (SWS)
<b>Contract:</b>	Casual
<b>Salary:</b>	£10.49 p/h
<b>Responsible to:</b>	Support Worker Service Manager
<b>Line manager:</b>	Support Worker Service Manager
<b>Main Purpose:</b>	Responsibility for supporting people in the community, as part of the Headway East London (HEL) Support Worker Service (SWS)

### General Duties:

1. Support clients with acquired brain injuries to maximise or maintain their autonomy and independence in their home environment and their community,
2. Assist clients to plan and organise their daily activities including accompanying them to appointments with health and statutory care providers.
3. Support clients to access the community: including educational, social, leisure, physical and vocational activities.
4. Support clients 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 clients in maximising their income through benefit entitlement and budgeting.
6. Support clients to complete relevant statutory paperwork.
7. Provide appropriate and relevant advice, information and advocacy, to clients and their families, in conjunction with the other HEL staff.
8. Make appropriate referrals to other HEL services, social services, community rehabilitation teams, other voluntary services and / or any other relevant support services.
9. Liaise with HEL Day Service key working and therapy staff, professionals from statutory and non-statutory organisations as appropriate.
10. Ensure that clients are engaged 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 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 SWS team meetings, as required.
14. Report to the Support Worker Service Manager.
15. 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 working as part of a team of staff and volunteers</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 with people with acquired brain injury</li> <li>2. Experience of working on community projects</li> <li>3. Experience of working alone</li> <li>4. 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</li> <li>2. communication skills</li> <li>3. Excellent organisational skills</li> <li>4. Ability to self-motivate and use initiative</li> <li>5. Ability to problem solve and prioritise</li> <li>6. Good literacy and numeracy skills</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> <li>12. Computer literacy including working knowledge of Microsoft Office</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 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 supervision and report incidences appropriately</li> <li>3. A commitment to team working</li> <li>4. Flexible, adaptable and reliable</li> <li>5. A commitment to equal opportunities</li> <li>6. Willingness to work occasional evenings</li> <li>7. Sense of humour</li> <li>8. Ability to carry out independent research of relevant community services and activities</li> </ol>	<ol style="list-style-type: none"> <li>1. Awareness of issues on disability and social exclusion</li> </ol>