



Community Support Worker  
(Fixed Term)  
Application Pack

<b>Accountable to:</b>	Community Support Work Service Manager
<b>Salary Scale:</b>	£20,881.98 FTE
<b>Hours:</b>	Contracts available are 35, 25, 21 and 16 hours per week
<b>Contract:</b>	Permanent
<b>Location:</b>	Headway East London catchment area

## About us

Headway East London ([www.headwayeastlondon.org](http://www.headwayeastlondon.org)) is a charity supporting people affected by brain injury. Working across 13 London boroughs we offer specialist support and services for survivors and their family. We offer therapies, advocacy, family support and community support work alongside our day service: a community venue where people can make the most of their abilities and interests. We also promote awareness and understanding of brain injury by providing information to the public, and offering training to university students, professionals and businesses.

Our vision is to build a community where people with brain injury are valued, respected and able to fulfil their potential.

## About the role

You will work one to one with your own regular caseload 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 and provide advocacy
- 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 and engaging in exercise and activities in the community).



## The Person

We are looking for a positive, creative thinker who enjoys working one to one with people. Our ideal person thrives on supporting and enabling others to lead full independent lives. We do not expect our ideal candidate to know everything about this role right away but we do expect professionalism and a willingness to learn to develop your existing skills.

## Main duties

- Support survivors of acquired brain injury to maximise or maintain their autonomy and independence in their home environment and their community,
- Assist members to plan and organise their daily activities including accompanying them to appointments with health and statutory care providers.
- Support members to access the community: including educational, social, leisure, physical and vocational activities.
- 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)
- Support members to maximise their income through benefit entitlement and budgeting.
- Support members to complete relevant statutory paperwork.
- Provide appropriate and relevant advice, information and advocacy, to members and their families, in conjunction with the other Headway staff.
- Make appropriate referrals to other Headway services, social services, community rehabilitation teams, other voluntary services and / or any other relevant support services.
- Liaise with Headway's day service, therapy service and casework service staff, as well as professionals from statutory and non-statutory organisations as appropriate.
- Engage members collaboratively in the delivery of their support activities.
- Implement and monitor specific support / rehabilitation and risk management plans, and provide appropriate feedback.
- Maintain accurate and up to date records and monitoring documentation on all community support work undertaken. This may include summaries of support work.
- Engage in, regular supervision with the Community Support Work Service Manager and attend peer support and team meetings, as required.
- Report to the Community Support Work Service Manager.

## Other duties

- Demonstrate a commitment to the aims, ethos and policies and procedures of Headway
- Abide by health and safety guidelines and sharing responsibility for your own safety
- 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.*

## To apply

Please submit your application form to [recruitment@headwayeastlondon.org](mailto:recruitment@headwayeastlondon.org). This is a rolling application, so we accept applications year-round. **Please ensure you address the requirements as laid out in the job description and person specification when completing page 4 of your application** and ensure all other sections of the form have been completed. Incomplete applications will not be considered and CVs will not be accepted.

Headway East London is an Equal Opportunities Employer and we are committed to ensuring that all staff are motivated, skilled and rewarded by their work. We welcome applicants regardless of race, religion or belief, colour, national origin, sex, sexual orientation, disability, age and other protected status as required by law. We promote and protect human rights; they are the foundation of what we do.

We want to be an inclusive place where a diverse mix of talented people want to come and contribute their unique strengths and perspectives. We are focused on equality and believe that all the fascinating characteristics that make us different, make us more able to deliver our life-changing work with passion and creativity. If you would like further information about the role and Headway East London, please contact Fiona Aravindakshan or Michael Graham via email at: [fiona.aravindakshan@headwayeastlondon.org](mailto:fiona.aravindakshan@headwayeastlondon.org) / [michael.graham@headwayeastlondon.org](mailto:michael.graham@headwayeastlondon.org) or call on 02077497790. No agencies please.

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.

## How you will work

- In a way which promotes diversity, equality of opportunity and anti-discriminatory practice in line with Headway's Equal Opportunities Policy.
- Operate at all times in a way that is consistent with Headway East London's legal responsibilities including, data protection, health and safety legislation and guidance, seeking specialist guidance where appropriate
- Work in accordance with Headway East London's aims and objectives and policies and procedures and to promote a positive image of the organisation and its members.
- Undertake such other duties as may reasonably be required, commensurate with the level of the post.



## Skills & Experience

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

*Coaching, training and support will always be provided as part of the role.*