



Cover Community
Support Worker
Application Pack

Job Details

Job Title:	Cover Community Support Worker
Location:	Headway East London catchment area*
Salary:	£12.05 per hour
Contract:	Casual
Responsible to:	Community Support Work Service Manager
Hours:	Occasional and as required

About Us

Headway East London (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.

* **Headway East London catchment area** includes: Enfield, Haringey, Camden, Islington, Westminster, Hackney, Waltham Forest, City of London, Tower Hamlets, Barking and Dagenham, Redbridge, Newham and Havering.



About the Role

You will work one to one to deliver cover support work to the brain injury community throughout Headway East London's 13 borough catchment area. Cover work will be available on an occasional basis and as required by the service. You will follow existing support plans to provide support to manage activities at home, maximise opportunities and choices, support wellbeing and provide advocacy.

Principal Duties and Responsibilities

1. Conduct cover support sessions when members' permanent support workers are unavailable to work. You will work in the community as a lone worker with remote office assistance.
2. You will use existing support plans and will be briefed about your cover work ahead of the support session.
3. Your will work includes support with daily activities such as wellbeing plans, access to social, leisure, educational and vocational activities, attending appointments, managing finances and benefits, important telephone calls, reading post and setting reminders.
4. You will be responsible for being the first responder, with remote manager support, in the event of any incidents, safeguarding issues or behaviour that challenges during support sessions.
5. Maintain accurate and factual monitoring notes of each session on our online database and report any incidents.



Key Relationships – Internal and External

- Operational staff at Headway East London
- Members, families and carers
- External partners

Health & Safety/GDPR

- Comply with safe working practices as outlined in Headway East London policies and take reasonable care for your own health and safety and that of others who may be affected by acts or omissions at work.
- Report any accidents, incidents or near misses as soon as reasonably practicable.
- Comply with GDPR guidance as outlined in Headway East London policy and report any breaches as soon as reasonably practicable.

General

- Be aware of and adhere to Headway East London policies at all times.
- Take part in progress/performance reviews throughout the year.
- Cooperate with other departments to achieve good outcomes for our members.
- Attend training courses and complete online training modules as required to meet the requirements of the post.
- Take responsibility for own personal development, seeking out opportunities to learn new skills.
- Undertake any other duties as requested by management which are reasonably deemed to be within the scope of the role or necessary for the smooth running of the organisation.

Other

- Apply the Headway East London values and behaviours to every aspect of the role at all times.
- Protect and enhance the interests and reputation of Headway East London internally and externally.
- Commit to the organisational principles of:
 - coproduction
 - equity, diversity and inclusion
 - sustainability



Person Specification

Criteria	Essentials	Desirable
Experience	<ul style="list-style-type: none"> • Demonstrable experience of working with adults with care and support needs. • Demonstrable experience of lone working in the community. 	
Knowledge	<ul style="list-style-type: none"> • Understanding of brain injury and how it affects survivors and families. • Awareness of the health and social care and charity sectors. • Awareness of issues relating to disability and social exclusion. 	<ul style="list-style-type: none"> • Awareness of legislation in relation to the rights of adults with care and support needs and of the welfare benefits and social care system.
Skills	<ul style="list-style-type: none"> • Basic IT skills including Microsoft Office packages and databases. • Developed communication, literacy and numeracy skills including the ability to respond empathetically to others. • Developed ability to work under pressure and remain calm in stressful situations. • Basic skills in monitoring and recording accurate records. 	
Personal attributes	<ul style="list-style-type: none"> • Commitment to the values, behaviours and principles of the organisation. • Demonstrable commitment to working in ways which promote equity, diversity and inclusion. 	
Additional requirements	<ul style="list-style-type: none"> • The location your workplace will vary and you will be based in members' homes or locations in their communities. • This post requires travel throughout 13 London boroughs with travel between sessions if working 2 sessions in one day. • You are required to send a lone working safety message at the end of each working day. • This post is subject to an enhanced DBS check. 	

Job Description and Person Specification Agreement:

The above job description is not exhaustive but an indication of the duties the post holder may undertake and will be subject to review.

To apply

Please send your Application Form and voluntary Diversity Monitoring Form to recruitment@headwayeastlondon.org.

This is a rolling application and we accept applications year-round.

If you would like further information about the role and Headway East London, please contact the Community Support Work Service Manager Fiona Aravindakshan at fiona.aravindakshan@headwayeastlondon.org or call **020 7749 7790**.

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.

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.

