

Cover Community Support Worker Application Pack

## Job Details

**Job Title: Location: Salary: Contract: Responsible to: Hours:**

## About Us

Cover Community Support Worker Headway East London catchment area\*

£14.27 per hour Casual

Community Support Work Service Manager Occasional and as required

[**Headway East London**](http://www.headwayeastlondon.org/)[(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 families. 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.



Registered Charity No: 1083910.

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



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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 work includes support with daily activities such as well-being plans, access to social, leisure, educational and vocational activities, attending appointments, managing finances and benefits, important telephone calls, reading posts and setting reminders.
4. You will be responsible for being the first responder, with remote manager support, in the event of any incident, safeguarding issues or behaviour that happen 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



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## Person Specification

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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.

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# Cover Community Support Worker



To apply

Please send your Application Form and voluntary Diversity Monitoring Form to [**recruitment@headwayeastlondon.org**.](mailto:recruitment@headwayeastlondon.org) This 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**](mailto: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.

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