

ROLE DESCRIPTION

ROLE:	Support Worker
MANAGED BY:	Services Manager
ACCOUNTABLE TO:	Trust CEO
LOCATION:	Bexhill
TIME COMMITMENT:	Minimum of two to three hours a week for an expected duration of six months or more

ROLE SUMMARY:

To provide social support services to Trust service users. Support may be provided in the community, our therapy centre or other external venues.

Coaching

1. Work within, and as part of the team to provide a service to service users, liaising with key colleagues and the Services Manager as appropriate to ensure the provision of the highest quality of care
2. Report to the Senior Counsellor with accountability to the Services Manager
3. Manage appropriate professional boundaries within the support relationship
4. Provide regular feedback and report any concerns to the Services Manager regarding service user care and support
5. Maintain appropriate paper and e-based records in accordance with local and national mandatory, legal and other regulatory requirements
6. Manage booking of appointments using electronic diary, in liaison with the Services Manager/Centre Coordinator
7. Develop effective plans to support remaining in or returning to work for people with cancer, or maintaining an active life.
8. Communicate with service users to understand their goals and wishes.
9. Support service users to discover and overcome their personal barriers to work or active living following their cancer diagnosis.
10. Assess the strengths of individuals and help them to use them effectively.
11. Help service users' development and motivation for return to work or active living.
12. Through guidance, support service users to implement a course of action, if remaining in, or returning to work is not an option or is not desired.
13. Signpost to services (such as government agencies or other support services).
14. Develop and maintain information materials for wider use by the support team.
15. Assist service users to review their progress
16. Manage a personal caseload and keep records and documentation on service users.

Training Personal Development and Professional Accountability

1. Undertake training as directed by SLT to ensure knowledge of the service and service user group
2. Be responsible for own personal and professional development
3. Participate in group supervision/reflective practices as set out in the SLT Service Specification and support role guidelines.
4. Contribute to discussions and attend appropriate meetings when possible

5. Act at all times in accordance with the codes of professional conduct of all applicable professional bodies and the SLT Service Specification and Guidelines
6. An ability to act as an ambassador for the Trust, both internally and externally.

Equal Opportunities

The aim of the Trust's policy is to ensure that no job applicant or employee is discriminated against either directly or indirectly on the grounds of race, colour, creed, sex, disability, marital status, age, nationality, ethnic or national origins. The Trust commits itself to promote equal opportunities and will keep under review its policies, procedures and practices to ensure that all users and providers of its service are treated and supported according to their needs.

This role description is not intended to be a complete list of duties and responsibilities, but as a guide for information about the post. It will be amended and developed in the light of experience and will be the focus for objective setting in the annual performance review.

Post holder's Name:

Post holder's Signature:

Date.....

Services Manager Name:

Services Manager Signature:

Date.....