



# Recruitment Pack

## Building Bridges Support Worker

<b>Job Title:</b>	Building Bridges Support Worker
<b>Hours:</b>	36.5 hours per week, including occasional evening and weekend work. Applications for part-time working would be welcome.
<b>Salary:</b>	£25,694 gross per annum plus 7% employers pension contribution.
<b>Contract:</b>	Fixed term contract for 12 months starting as soon as possible.
<b>Location:</b>	Office located in Devizes with programme delivery throughout Wiltshire including 1:1 outreach

This recruitment pack contains:

- Information about the role (page 2)
- Job description (page 4)
- Person specification (page 7)

To apply for the role, please complete the application form and return to Nicky Theobald by email: [ntheobald@communityfirst.org.uk](mailto:ntheobald@communityfirst.org.uk) or by post: Community First, Unit C2 Beacon Business Centre, Hopton Park, Devizes, SN10 2EY

**Application Deadline**  
5pm, Wednesday 24<sup>th</sup> April 2024

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*Community First is an equal opportunities employer.*

## About the Role

# Building Bridges Support Worker

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Community First is a dynamic charity (Registration Number 288117) committed to supporting communities across Wiltshire and Swindon. Our team goes the extra mile to create brighter futures for those living and working in the county. Putting people first is at the heart of everything we do.

Our highly successful employment programmes support people who are furthest from the labour market with multiple barriers and challenges in their lives and helps them progress into and sustain training, education, and employment outcomes.

The purpose of the role is to support people in Wiltshire who are accommodated in housing related supported accommodation as part of Wiltshire Council's Rough Sleeper Initiative to address their barriers and challenges and help them progress into and sustain training, education, and employment.

We are looking for two Support Workers to join our team delivering key working support to participants. The role involves managing a case load of participants, providing practical & emotional support and advocating on their behalf as needed. The Support Worker will carry out needs assessments, develop individualised engagement plans to address barriers and through both one-to-one support and a range of group development activities, increase participants' confidence, self-esteem, skills and resilience to help them achieve their identified education and employment goals. Please see the associated job description for further details.

This role is fully funded by the Department of Levelling Up, Housing and Communities (DLUHC) via Wiltshire Council's Rough Sleeper Initiative's 'Move on and Prevention Funding'.

The role may include occasional evening and weekend working.

Due to the nature of the work, you will be required to undertake a satisfactory Enhanced DBS check.

Please contact us if you would like a hard copy application form, or if you require any assistance in applying for this post.



Please send completed application forms to Nicky Theobald, Premises and Business Support Manager at [ntheobald@communityfirst.org.uk](mailto:ntheobald@communityfirst.org.uk). The application form can be found on our website at: [www.communityfirst.org.uk/vacancies](http://www.communityfirst.org.uk/vacancies).

If you would like to find out more about this position, please contact the Building Bridges Team on 01380 732821 or e-mail [hello@buildingbridgessw.org.uk](mailto:hello@buildingbridgessw.org.uk)

**Closing date: 5pm Wednesday 24<sup>th</sup> April 2024**

**Interviews: Tuesday 30<sup>th</sup> April and Wednesday 1<sup>st</sup> May 2024.**

*Community First is an equal opportunities employer. Registered Charity No. 288117.*

## Job Description

# Building Bridges Support Worker

<b>Job Title</b>	Building Bridges Support Worker
<b>Salary</b>	£25,694 gross per annum plus 7% employers pension contribution.
<b>Hours</b>	36.5 hours per week, including occasional evening and weekend work. Applications for part-time working would be welcome.
<b>Contract</b>	Fixed Term for twelve months
<b>Location</b>	Office located in Devizes with programme delivery throughout Wiltshire including 1:1 outreach
<b>Supervisor</b>	Building Bridges Employability & Skills Manager

### Job Purpose

To support people in Wiltshire who are accommodated in housing related supported accommodation as part of Wiltshire Council's Rough Sleeper Initiative to address their barriers & challenges and help them progress into and sustain training, education, and employment.

### Funding

This role is fully funded by the Department of Levelling Up, Housing and Communities (DLUHC) via Wiltshire Council's Rough Sleeper Initiative's 'Move on and Prevention Funding'.

### Main Duties

1. Organise and manage a range of key working provision through the Building Bridges programme to inspire and engage participants, including accredited learning and other development activities including delivery at Oxenwood & Linkenholt Outdoor Education Centres if applicable.
2. Ensure that all activities comply with health & safety regulations and Community First procedures.
3. Work with the participants to undertake programme eligibility checks, identify their barriers and needs, and develop a personalised progression plan.
4. Provide one-to-one support which addresses individual goals set with participants, including cross-referral to other support as necessary and lead group work as required.
5. Ensure participants' documentation, monitoring processes and progress are recorded and maintained in line with Building Bridges governance requirements for both paperwork and entry onto the programme Management Information System.

6. Provide and arrange transport to activities and training sessions for participants where necessary.
7. Help to build the participant's circles of support - work with family, carers and other support workers to encourage their involvement in developing personalised action plans and engaging support, where appropriate and the participant has given permission.
8. Support referrals to appropriate partner organisations to help the participant achieve their goals, ensuring referrals are processed in a timely fashion and work with them to make engaging with this support as seamless as possible.
9. Maintain detailed records as specified by the Building Bridges programme and submit reports and information to the Building Bridges Employability & Skills Manager and programme team as required, including case studies and digital media such as photographs and videos.
10. Support the Building Bridges programme through promotion and marketing to generate referrals to the programme and create awareness for its participant, partners, referral agencies and stakeholders across Swindon as appropriate.
11. Foster a person-centred approach at all times, ensuring there is no discrimination or bullying.
12. Maintain existing and establish new local and strategic partnerships which support the development of services, increasing the reach of our overall work.
13. Maintain provider relationships and develop strong partnerships to generate referrals, complementary funding opportunities and new activity development.
14. Adhere to all Community First organisational policies including home visits, equality, lone working, safeguarding, data sharing and confidentiality.

### **General Duties**

The post-holder will contribute to achieving the overall mission of Community First.

- Budget holders assume financial responsibility for own operational budget. Non-budget holders ensure expenditure is necessary and within budget constraints.
- Participate in the team working approach of Community First.
- Take responsibility for their own development, inform the line manager of any development needs, and take part in prescribed development activities.
- Work within the agreed policies and procedures of Community First
- Carry out such other general duties as shall be determined by the Chief Executive. Support other members of staff as required by the workload and by absences due to leave, sickness etc.

- Ensure that office security is maintained, and confidences are not breached.
- Promote an alert approach to matters relating to Health and Safety at Work and maintain compliance with the terms of the building Fire Certificate.
- Abide by the organisation's Safeguarding Children and Young People Policy and the Protection of Vulnerable Adults (POVA) Policy

Community First is committed to Safe Recruitment and Equal Opportunities and the post holder is expected to be familiar with the Dignity at Work Policy and to complete his or her duties in a manner consistent with this policy.

This job description does not form part of the contract of employment but indicates how the contract should be performed. The job description will be subject to review and amendment in the light of experience and in consultation with the post as part of the annual appraisal process. The responsibilities attached to the post may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and would not in themselves justify the re-evaluation of a post. In cases, however, where a permanent and substantial change in the duties of the post occurs, consistent with a higher level of responsibility, then the post would be eligible for re-evaluation.

This role is subject to an Enhanced DBS along with relevant background checks, references, probation period and completion of mandatory training requirements.

# Person Specification

## Building Bridges Support Worker

Skills, Knowledge & Experience (Creativity, problem solving skills & interpersonal skills)	
Essential	Desirable
<ul style="list-style-type: none"> <li>• At least 12 months' experience supporting individuals to progress into education or into the workplace</li> <li>• Experience in supporting individuals to articulate their barriers and challenges, set SMART goals and develop action plans to progress</li> <li>• Driving Licence</li> <li>• Educated up to equivalent GCSE Grade C (minimum) in Maths &amp; English</li> <li>• Knowledge of good practice in health &amp; safety, safeguarding, Prevent and confidentiality</li> <li>• Experience of planning meetings and events</li> <li>• Experience of addressing issues of equality and diversity</li> <li>• Ability to demonstrate a flexible approach to working hours – some evening and weekend work may be required</li> <li>• Good listening &amp; communication skills</li> <li>• Ability to use own initiative and demonstrate perseverance</li> <li>• Experience of managing groups and individuals, and resilience to deal with emotional and behavioural difficulties presented by participants and their circles of support</li> <li>• Adaptable, flexible, and creative</li> <li>• Ability to work independently and as part of a team</li> <li>• Good interpersonal skills, able to relate to decision makers, funders, stakeholders, and participants</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working with individuals with complex barriers and challenges</li> <li>• Experience with providing in-work or in-education support to help individuals to maintain progress and sustainable outcomes</li> <li>• MiDAS trained/D Class (minibus) driving licence</li> <li>• First Aid Certificate</li> <li>• A qualification in Supported Employment or IAG</li> <li>• Awareness and use of social media and marketing skills</li> <li>• Experience of multi-agency/partnership working</li> </ul>

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<b>Good IT skills Personal attributes (Initiative, building, relationships, team working, equipment, data etc.,)</b>	
<b>Essential</b>	<b>Desirable</b>
<ul style="list-style-type: none"> <li>• Good written, verbal and IT skills including use of MS Office suite</li> <li>• Well organised, confident, and self-motivated</li> <li>• Good attention to detail</li> <li>• Accurate recording of information, data maintenance and monitoring</li> </ul>	<ul style="list-style-type: none"> <li>• Experience using video conferencing</li> <li>• Experience using CRM database management information systems</li> </ul>

<b>Resource Management (Assets, finances etc.,)</b>	
<b>Essential</b>	<b>Desirable</b>
<ul style="list-style-type: none"> <li>• Resourceful, with an understanding of expenses and budget management</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of GDPR and confidentiality</li> </ul>

Due to the nature of the work involved, you will be required to undertake a satisfactory Enhanced DBS check.