



Community Support Worker x 3
positions 25 hours – x2 Permanent
contract and x1 Fixed Term Contract
(12 months – Maternity cover)

Application Pack

Job Details

Job Title:	Community Support Worker x2 positions
Location:	Within Headway East London's 13 Borough catchment area*
Team:	Community Support Work Service
Responsible to:	Community Support Work Service Manager
Contract:	x2 Permanent and x1 Fixed Term Contract (12 months, Maternity cover)
Hours:	25 hours per week
Salary:	£27,001 FTE (£19,286.96 after pro rating)

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.





About the Role

As **Community Support Worker**, you will work one to one to deliver support work to the brain injury community throughout Headway East London's 13 Borough catchment area.

You will provide 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 support sessions to a regular caseload of members in the community as a lone worker with remote office assistance.
2. You will work to maximise and maintain their autonomy and independence in their home environment or within the local community.
3. You will work collaboratively with the member to plan, organise and implement daily activities by developing daily and weekly structure and wellbeing plans.
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. Accompany and support members to appointments with health and statutory care providers and provide accurate notes for future reference.
6. Accompany and support members to access social, leisure, educational and vocational activities in the community.
7. Maintain a maximum income for members through completing benefit and grant entitlement and assist with financial budgeting.
8. Provide appropriate and relevant advice, information and advocacy to members and their families. Where appropriate liaise with other professionals and statutory and non-statutory organisations to make referrals or signpost to appropriate support services.
9. Maintain accurate and factual monitoring notes on our online database and report any incidents.
10. Conduct and monitor specific therapy / support / rehabilitation and risk management plans in accordance with case managers, therapists and other professionals as required

Key Relationships – Internal and External

- **Internal:** Staff within the Service Department, Members (service users) and their families and carers
- **External:** 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	Essential	Desirable
Experience	<ul style="list-style-type: none"> • Experience of working with adults with care and support needs • Experience of lone working in the community 	
Knowledge	<ul style="list-style-type: none"> • 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 • Understanding of brain injury and how it affects survivors and families
Skills	<ul style="list-style-type: none"> • Basic IT skills including Microsoft Office packages and databases • Good communication, literacy and numeracy skills including the ability to respond empathetically to others • Highly organised with the experience of working to deadlines and managing your own workload • Good ability to work under pressure and remain calm in stressful situations 	

Criteria	Essential	Desirable
Skills	<ul style="list-style-type: none"> • Basic skills in monitoring and recording accurate records • Good ability to work in partnership with internal and external partners 	
Personal attributes	<ul style="list-style-type: none"> • Commitment to the values, behaviours and principles of the organisation • Ability to working in ways which promote equity, diversity and inclusion • Commitment to continuous personal development 	
Additional requirements	<ul style="list-style-type: none"> • Your workplace location will vary from day to day, and you will be based in members' homes or locations in their communities • There will be occasional meetings at our centre in Hackney • This post requires travel throughout 13 London boroughs with travel between sessions • 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

The deadline to apply is **9:00 am, 27 April 2026**

Interviews will be held on week commencing **4 May 2026**

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

For further information about the role and Headway East London, please contact Community Support Work Service Manager, Fiona Aravindakshan, on: fiona.aravindakshan@headwayeastlondon.org or call on 020 7749 7790.

No agencies please.

If you have not heard from us by 1 May 2026 please assume that your application has not been successful.

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.

