
Job Title:	Regional Support Manager
Reports to:	Senior Regional Support Manager
Location:	Home based (Dorset, Wiltshire, North Somerset and South Gloucestershire)
Hours:	35 Hours per Week

Key Purpose:

To work as part of a team that provide high quality services to farming people that come to RABI for support.

Key Responsibilities:

- Provide high quality information, advice and guidance in an empathetic and professional manner.
- Conduct a holistic needs assessment for each service user according to their individual circumstances.
- Working with each service user to establish the most appropriate sources of support and agree an action/support plan with them.
- Provide a face-to-face service when there is an over-riding need to do so by visiting service users.
- Collaborate with other agencies/service providers who can offer additional support options.
- Liaise with partners, ensuring that agreed actions are followed up.
- Log and communicate details of cases in a timely and accurate manner to ensure that records are up to date and the wider team has the information they need to provide support.
- Explore, assess and escalate any safeguarding concerns according to the RABI safeguarding policy.
- Contribute constructively to the development of the Service Delivery team and function, for the benefit of service users.
- Work constructively and collaboratively to solve problems with the support of colleagues.
- Be an ambassador for Service Delivery internally within RABI and with external organisations.
- Demonstrate commitment to Safeguarding, Equality and Diversity and Health and Safety promoting a safe and inclusive environment.

Person Specification:

Essential

- Experience providing services to vulnerable service users, listening and supporting in a non-judgemental way.
- Knowledge and insight into state benefits and complementary support services (whether national/local/statutory agencies.)
- Excellent communication skills, being able to establish rapport and build trust quickly.
- The ability to build a practical plan alongside a service user and adapt approach to different circumstances and personalities.
- Knowledge of data protection principles and how to apply them.
- Knowledge or experience of safeguarding best practice.
- Excellent IT software skills and aptitude to adapt to new systems and processes.
- Flexible, resilient and solution focussed working with sensitivity and integrity.
- Collaborative, constructive, and solution-focussed.
- Ability to work flexibly, depending on the needs of the team and of service users.

Desirable

- Farming background or knowledge of the farming community environment.
- Experience providing support remotely.
- Relevant qualifications in health and social care.

Other

Use of own car, ability to travel to support service users / attend meetings.

This role profile is not exhaustive and is subject to review in conjunction with the post holder according to future developments at RABI.

RABI is proud to be an equal opportunity employer and aims to ensure that all employment practices secure equality of opportunity and that no prospective or current employee receives less than favourable treatment at RABI as a result of their sex, sexual orientation, age, race, religion, belief, ethnic origin, disability, marital, or for any other reason which cannot be shown to be justifiable. Our recruitment process strives to ensure that individuals are selected only based on their relevant skills, experience, qualifications and abilities.