

## Wellbeing Support Worker Information Pack



## Wellbeing Support Worker

### The Role



### Key Information

- Salary: £26,000 (Pro Rata)
- Holiday: 28 days + bank holiday (Pro Rata)
- Pension: 5% Employer Contribution
- Hours: 30 hours a week (4 days)
- Base: Likewise Hub in Swiss Cottage, local community, some working from home
- Contract: Fixed term for one year (maternity cover)
- Start date: 2nd December 2024

We're looking for one Wellbeing Support Worker to join our team within the Floating Support Service. In this role, you will work 1:1 with people in the community, lead a small group of Placement Support Worker volunteers (a 'pod'), and shape organisational learning and development.

### About Likewise

Likewise is an innovative social care and mental health charity working at the heart of the Camden community to support individuals experiencing marginalisation and social exclusion. Our culture is all about being human together - more human organisations do more human work. We put a lot into having authentic relationships, work hard to support each other's sense of belonging and love learning together through the work we do.

### About Floating Support

The Floating Support Service has been running for over 15 years and is a long-term source of support to adults in Camden. We provide person-centred, mutual and holistic support for those in the community who may be finding life difficult. We think the client knows what is best for them and we follow their lead, whether that be working in their home, at our hub, or in the community, and whether that be focusing on emotional, practical or social support. Some of our clients fund their own support, whereas some have funding from Camden Council; for all, we work to help clients navigate their lives with a sense of acceptance and belonging.

## Our Aims and Strand of Work

At Likewise, we have two aims:

- We help people navigate life practically and emotionally, feeling a sense of belonging and acceptance.
- We're also trying to influence change in the local health and care system so that organisations and services become more human, adaptable and responsive to people's lives.

We work towards these aims through our three strands of work:

- Community – building safe spaces for people to be themselves, and feel a sense of belonging, connectedness and acceptance.
- 1-to-1 Support – flexible, person-centred support to meet the complexity a person experiences in their day-to-day life, whether at home or out in the community.
- Shared Learning – providing experiential learning and formal training opportunities that support personal wellbeing and skills development, primarily through our volunteer and placement student programmes.

## Our Ways of Working

**Flexibility:** we believe in everyone's intrinsic motivation to do their best work and trust each other to manage working time in the way that best serves the work we're doing. Everyone is free to structure working hours and time in a way that both suits their life and their professional role. Everyone wants to get the most from both.

**Bring your whole self to work:** It's all welcome. Our hope is that every person who joins our community – whether as a staff member, community member, student, volunteer or supporter – can feel safe to be themselves. We don't believe that you should have to (or even that you can) leave the rest of your life at the door when you arrive at work. So, we are committed to creating workspaces and relationships where our whole authentic selves are welcome.

## Notes on Equity, Diversity and Inclusion

We recognise that respecting and valuing our humanity – both what we have in common and what makes us unique - will ensure that our services reflect the needs and experiences of all who access Likewise. We are passionate about Likewise becoming a truly equitable, diverse, inclusive workplace and community. It's also important we name that we're not where we

want to be yet with this, and we are continuing to learn and hold ourselves accountable for making this vision a reality.

With this in mind, we welcome applications from candidates of any age, gender identity, race, ethnicity, sexual orientation, religion, or socioeconomic background, and from those living with physical and/or mental health conditions. We also encourage you to let us know if there is anything you need to help you do your best in this recruitment process – we're always happy to discuss options.

## **Wellbeing Support Worker** **Key Areas of Responsibility**



Managing a caseload of 12 to 15 active 1:1 support relationships with people in the community ('clients'):

- Delivering 1:1 'sessions' of up to 2 hours, across Camden, of support based on a human- to-human, accepting, and person-centred relationship
- Being a point of contact outside of visits for a client
- Building relationships and communicating with people's support networks and the local community, including GPs and mental health social workers
- Following safeguarding practices and processes
- Carry out monitoring and evaluative tasks such as forms, questionnaires and session notes
- Supporting clients to financially engage with the sessions- through creating regular invoices, being active in conversations around debt management, payment plans, etc

Leading a small team of Placement Support Workers (a 'pod'):

- Coordinating visits and cover with the students in your pod - helping to organise schedules, calendars, etc
- Being a point of contact during and out of their visits for students
- Providing guidance and support for students in relation to the work, and being willing to challenge their thinking and approach (when relevant, and in a kind and curious way)
- Facilitating a biweekly "Pod Space" with the whole group, offering a chance for shared learning, updates, support

Supporting our organisation:

- Participating in our experiential learning programme. This will involve working on your own learning, reflective capacity and emotional intelligence, through weekly supervision spaces, peer group learning spaces, and biweekly whole team 'reflection' groups
- Supporting organisational learning and giving your voice on organisational issues - through being active in discussions around the building, being an active voice in biweekly 'business meetings', having the opportunity to join "working groups", and more
- Supporting in 'front office' shifts, to help manage our phone lines and be a point of contact for people entering the hub

## About You

You don't need any specific qualifications or similar experience as prerequisites for applying. However, we're looking for some amount of previous professional experience (in any industry or sector) and the role is suitable for someone looking for a career change.

**As a Wellbeing Support Worker, you must first and foremost be a learner and a leader:**

**Learner:** we need individuals who are committed to their own learning, growth and development. People who can sit with the discomfort of being outside their comfort zone, are ready to engage in the diverse experiences of our work and are prepared to tap into their vulnerability.

**Leader:** we need leaders who take responsibility for finding the potential in themselves and others, and who have the courage, commitment and care to develop that potential.

We're looking for people with:

- A deep sense of commitment to your own personal and professional growth \*
- A good understanding of, and openness to working within Likewise's values \*
- Clear and consistent communication, including deep and active listening skills \*
- Emotional and relational intelligence – willingness to reflect on and share authentically how your emotions are impacting your work \*
- Empathy, warmth and proactivity in building and navigating complex relationships
- Ability to work with challenging situations skilfully and actively seek support when needed

- Good enough professional skills – organisation, time-management, reliability, self-management and capacity for lone working
- Understanding of the principles of equity, diversity and inclusion and fostering this in the work

\*These criteria are assessed at the written stage. At later stages, we assess all criteria.

## Wellbeing Support Worker

### Your Application



We want to make our recruitment as inclusive as possible. If there is a part of this application process where you feel you may need reasonable adjustments to do your best, please get in contact to chat this through.

The recruitment process for this role will contain 2 stages:

1. A written application (see below for guidance).
2. A presentation and interview during the weeks commencing the 11th and 18th of November.

We will be reviewing applications and inviting for interviews on a rolling basis, so we advise you submit your application by the 11th of November at the latest to give yourself the best chance to be invited to an interview.

## Stage 1: Your Written Application

To apply for this role, please complete the application form. This application form includes space to copy in your CV and cover letter. Please do not include your name or any other personal characteristics on your CV. This helps us to look at written applications anonymously.

### Your CV

We welcome either chronological or skills-based CVs for this role – please use whatever format works best for you.

## Your Cover Letter

Your cover letter should address both of the following questions, and be no more than 800 words long:

1. What is at the heart of your offer to Likewise and this role in terms of skills, competencies and experience?
2. Tell us about some of your guiding values as a person. You could reflect on the following: What are they and why are they meaningful to you? What have you learned about them through living them? How will they serve the role at Likewise?

Again, to help us look at applications anonymously, please do not include your name or any other personal characteristics on your supporting statement, unless they are necessary for a point you are writing about.

## How Will Your Application be Assessed?

We will assess anonymised CVs and cover letters separately against the criteria listed in the "About You" section. Our decision on whether we invite you to the next stage will be based on our combined assessments of your CV and cover letter.

## Stage 2: Presentation and Interview

The next stage of the process is an interview with a few members of our team, likely for 60 to 90 minutes at our hub in Swiss Cottage. We will be in touch with more details regarding this nearer the time. Our interviews will be held from **the weeks commencing the 11<sup>th</sup> and 18<sup>th</sup> of November**.

Please note, we are a small team, so we are unable to provide feedback at the first stage, but we will give feedback at stage 2.

**We look forward to hearing from you!**

**Good luck!**