



Job Description: Support Worker

Job Title:	Support Worker
Salary:	£25,643
Job Location:	Ace of Clubs, Clapham, SW4 7AS
Working Hours:	Monday to Friday - 9:00 am to 4:30 pm (with a 30 minute break each day)
Reports to:	Centre Manager
Holiday:	28 days per year inclusive of bank holidays
Contract Length:	Permanent (subject to 6 months' probationary period)

Ace of Clubs is a family-like community providing transformative support for homeless, vulnerable and otherwise marginalised people in our area. We provide for the immediate needs of those in desperate circumstances with safety, food, warmth, clothing, laundry, showers access to our IT suite and access to healthcare, all onsite.

From this welcoming start, and through friendly and genuine care, we seek to build relationships with people. The team at Ace of Clubs is skilled and focused on linking people in with a wide range of services, including accommodation, welfare, rehab, training, healthcare and many others.

Ace of Clubs is a place where those who are alone can find acceptance, a sense of belonging and renewed purpose to see their lives restored.

Purpose of Post.

The purpose of the post is to provide a full range of administrative and Support Work support to the Ace of Clubs.

Personal attributes.

- Ability to work on own initiative.
- Able to clearly and confidently explain procedures and boundaries to volunteers. & Service Users.
- Able to maintain high standards through innovation and new ideas.
- Able to respond professionally to challenging behaviour and conflict amongst our service user group.
- Able to form positive relationships with colleagues, volunteers, service users and members of the public.

Key Duties.

Database and Administration.

- Inputting information into Ace of Clubs Client Relationship Management (CRM) database;
- Ensure compliance with GDPR requirements and that we hold signed consent forms for service users;
- Define, set up and run reports on clients, activities and outcomes as directed;

- Dealing with incidents and emergencies in the centre in compliance with policies and procedures;
- Completing centre administrative and financial tasks as directed by management;
- Answering the phone/responding to walk in enquiries;
- Balancing, recording and reconciling petty cash;
- Counting daily cash from meals, reconcile at end of each week and prepare paying in slip.;
- Checking answerphone and Info email account daily and following up on any enquiries;
- Check and record fridge temperatures in medical room, (daily);

Service User Support

- To participate in the provision of advice and advocacy for service users addressing their needs in the following areas; Housing; Welfare; Health; Education; Employment, (this list is not exhaustive);
- Refer to and liaise with partners and agencies within the statutory and voluntary sector to secure positive outcomes for Centre Users, e.g. referring and signposting guests to accommodation providers, health services and other relevant internal and external support services, as necessary.
- Work in a manner which honours our organisational values and is responsive to the trauma and experiences of homelessness and vulnerable adults.
- Maintain essential records accurately on Charity Log, (ensuring high quality case recordings).
- Ensuring the Centre Manager is kept informed of all safeguarding and risk concerns.
- Employing creative thinking and practices to ensure that guests are supported and motivated to achieve their goals.
- Providing lunchtime cover/support under the direction of the Senior Support Worker.

General

- Ensure that all duties are carried out as per policies & procedures, i.e. according to the Ace of Clubs Staff Handbook, legislative and regulatory frameworks, and best practices;
- Provide cover for other team members when necessary;
- To undertake other duties as may be determined from time to time within the post's general scope and be aware that the social activities connected with the centre may require work attendance outside of normal working hours.

Key relationships.

Internal: Trustees Management Committee, Centre Manager, Senior Support Worker, Glass Door, Ace of Clubs Partners, e.g. Outreach Teams, Chef, Driver, Volunteers and Service Users

External: Members of the public, food donors, charitable organisation's, charitable partners.