JOB DESCRIPTION

Post:	Workplace Support Assistant (Employment & Training Team)
Contract:	Fixed-term, part-time for 12 months, with the possibility of extension
Salary:	£15,693.86 Point 19 (scale points 15-19 on NJC scale range) inc. LW + pension and other benefits
Hours of Work:	15 hours per week excluding breaks, Monday, Wednesday, Thursday
Annual Leave:	35 days per year including bank/statutory holidays – Pro Rata
Probation Period:	3 months
Notice Period:	4 weeks
Responsible to:	Employment Strategy Manager

Job Purpose

To provide reliable, person-centred workplace support to the Progression and Skills Coach, enabling them to carry out the full range of responsibilities associated with their role independently and effectively.

The post holder will provide practical assistance with access to visual information, administrative and digital tasks, workplace navigation, work-related travel, events and client-facing activities. Support will be delivered in accordance with the Coach's agreed workplace support arrangements, preferences and instructions.

The Workplace Support Assistant will facilitate access and remove practical barriers. They will not assume the Coach's professional, managerial, safeguarding or decision-making responsibilities.

Key Responsibilities

1. Administrative Support

- Assist with the preparation, formatting, accessibility checking and professional presentation of documents, reports, spreadsheets, presentations and other materials.
- Support printing, scanning, photocopying, electronic filing and document management.
- Assist with preparing materials and resources for meetings, training sessions, workshops and events.

- Maintain clear, accurate and accessible electronic filing and document-naming arrangements.
- Provide practical assistance with tasks that cannot reasonably or efficiently be completed using assistive technology.

2. Accessible Information and Communication

- Provide clear, accurate and objective verbal descriptions of relevant visual information, physical surroundings, documents, presentations and activities.
- Support access to printed, handwritten or visually presented information where it is not available in an accessible format.
- Read information aloud or provide concise verbal summaries when requested, while maintaining accuracy and confidentiality.
- Communicate relevant visual and non-verbal information to support the Coach's full participation in meetings, training, client activities and events.
- Work in accordance with the Coach's preferred methods of communication and support, without making assumptions about the assistance required.

3. Digital and Assistive Technology Support

- Support the use of standard workplace systems alongside assistive technology, following appropriate training.
- Assist with checking the visual layout, accessibility and presentation of documents, reports, spreadsheets, online content and presentations.
- Identify inaccessible documents, systems or processes encountered during the work and raise them through the appropriate internal channels.
- Use organisational systems and equipment securely, in accordance with data protection and information-security requirements.

4. Operational Support, Guiding and Travel

- Provide practical workplace support that enables the Coach to undertake their duties effectively and independently.
- Accompany and support the Coach during off-site visits, accommodation projects, meetings, training and networking events, where required.
- Provide sighted guiding and orientation assistance in unfamiliar or changing environments, in accordance with the Coach's instructions and agreed safe-working practices.
- Communicate environmental information, obstacles, route changes and potential hazards clearly and promptly.
- Support journey planning and navigation for work-related travel, including public transport and unfamiliar venues, where required.

5. Client-Facing Support

- Provide practical support that enables the Coach to undertake reception duties within the Resource Centre.
- Provide practical support when the Coach is undertaking Duty Manager responsibilities, while recognising that professional and managerial accountability remains with the Coach or other designated manager.
- Maintain a professional, respectful, trauma-informed and client-centred approach when interacting with service users, volunteers, colleagues and partners.

- Enable direct communication between the Coach and other people. Do not speak for the Coach unless specifically requested to relay information.

6. Events and Projects

- Assist with the planning, organisation and delivery of internal and external events, workshops and projects.
- Support the preparation of accessible resources, materials, venue information and event logistics.
- Provide practical support at in-person fundraising events when required and within contracted hours or agreed arrangements.

7. Safeguarding, Safety and Professional Boundaries

- Follow all safeguarding, incident-reporting, lone-working, health and safety and emergency procedures.
- Maintain appropriate professional boundaries with service users, volunteers, colleagues and external partners.
- Promptly report safeguarding concerns, incidents, hazards or risks through the appropriate organisational procedures.
- Remain calm and follow agreed procedures when working in challenging, unpredictable or potentially distressing situations.
- Recognise the limits of the Workplace Support Assistant role and refer professional, client-related, managerial or safeguarding decisions to the Coach or appropriate manager.

8. Confidentiality and Information Handling

- Handle personal, sensitive and confidential information securely and only for legitimate work purposes.
- Respect the privacy and confidentiality of the Coach, service users, colleagues and partners.
- Do not retain, copy, share or independently act upon information accessed while providing workplace support, except where required by organisational policy, safeguarding duties or law.
- Comply with The Passage's data protection, confidentiality, records-management and information-security requirements.

9. Working Relationship and Continuity of Support

- Develop a professional, respectful and effective working relationship with the Coach, based on clear communication, reliability and agreed boundaries.
- Agree day-to-day priorities and support requirements with the Coach, recognising that these may vary according to meetings, travel, events and operational demands.
- Notify the Coach and line manager promptly of any absence, delay or issue that may affect the provision of workplace support.
- Participate in periodic reviews of the workplace support arrangements to ensure they remain effective and appropriate.
- Maintain reasonable flexibility in response to changes in the Coach's schedule, while working within contracted hours and agreed arrangements.

10. Training and Development

- Undertake training necessary to provide effective support, including sighted-guide, safeguarding, accessibility, assistive-technology, disability-awareness and relevant workplace safety training.
- Keep knowledge and skills up to date to ensure high-quality, respectful and person-centred workplace support.
- Participate in regular supervision and annual appraisal, identifying role-related development and training needs.

11. General Responsibilities

- Work with the line manager and Coach to support the ongoing development of the role, ensuring responsibilities remain appropriate to the agreed workplace support arrangements and the needs of The Passage.
- Attend internal and external meetings, training events and briefings as required.
- Follow all The Passage policies and procedures, particularly those relating to safeguarding, health and safety, code of conduct, equality, confidentiality and data protection.
- Promote and uphold The Passage's commitment to equality, diversity, inclusion and the social model of disability.
- Undertake the role professionally and in accordance with the aims, values and ethos of The Passage.
- Undertake other duties that are reasonably required and commensurate with the nature and grade of the role.

Person Specification

Applicants should demonstrate the following through their application and selection process.

Essential

- Good administrative, organisational and time-management skills.
- Strong verbal communication skills, including the ability to provide clear, concise and objective descriptions of visual information and surroundings.
- Good general digital skills, including experience using Microsoft 365 applications, email, calendars and electronic document-management systems.
- Ability to prepare, format and accurately check documents, spreadsheets and presentations.
- Ability to follow instructions accurately, anticipate practical requirements and use initiative appropriately.
- Ability to provide reliable, punctual and discreet support while promoting another person's autonomy and independence.
- Ability to maintain professional boundaries and recognise the limits of the Workplace Support Assistant role.
- Ability to handle personal, sensitive and confidential information appropriately.
- Ability to work with sensitivity, professionalism and sound judgement in a busy homelessness service environment.
- Ability to remain calm and follow procedures in challenging, unpredictable or potentially distressing situations.
- Ability to work independently and collaboratively as part of a team.
- Flexibility to undertake work-related travel and provide support at different venues during agreed working hours.

- Commitment to equality, diversity, inclusion, safeguarding and respectful, person-centred practice.
- Ability and willingness to undertake all training required for the role.

Desirable

- Previous experience providing workplace, personal-assistance or practical support to a disabled person while promoting their autonomy and independence.
- Experience supporting a blind or partially sighted person in a workplace, education or community setting.
- Knowledge of accessible document practices or experience working alongside assistive technology.
- Previous sighted-guide training or experience.
- Experience working in homelessness, supported housing, social care, advice, charity or another client-facing service.
- Experience of safeguarding and maintaining professional boundaries in a client-facing environment.
- Experience supporting events, workshops or project delivery.

Equality and Accessibility

The Passage is committed to equality, diversity and inclusion and welcomes applications from disabled and non-disabled candidates.

Reasonable adjustments will be provided throughout the recruitment process and employment. Applicants are invited to tell us about any adjustments they require to participate fully in the selection process.

This job description outlines the main responsibilities of the post. It may be reviewed in consultation with the post holder to reflect reasonable changes in organisational or workplace support requirements.

How we behave at work matters. This Competency Framework sets out the knowledge, skills and behaviours we need to do our jobs well. They give the detail on how we can put our values into action, informing how we work with each other and the people who use our services. We should use our Competency Framework when we recruit new staff and volunteers, appraise performance and when we develop our careers at The Passage.

For each competence, staff should consider whether they are:

Developing	**Achieving**	**Excelling**
Some evidence of demonstrating this competence, with some areas of concern/under performance.	Evidence of demonstrating this competence to a satisfactory level, with room for development.	Evidence of consistently exceeding expectations in this competence.

1 Values led performance

Our work is reflective of The Passage values:

- Seeing the big picture: We have an in-depth understanding and knowledge of how our role fits with and supports The Passage's objectives and our client's needs.
- Respect for others: We respect, treat and value each person as an individual, and recognise that the views and experiences of people from different backgrounds and with different experiences make us a stronger organisation.
- Effective communication & influence: We show pride and passion for The Passage and the services we deliver. We communicate purpose and direction with clarity, integrity, and enthusiasm.
- Hands on hard work: We are self-motivated, proactive and demonstrate a willingness to get involved and help others whenever possible.

2 Client centred working

We provide quality services to our enable our clients to thrive:

- Excellent customer service: We continuously strive to provide the highest level of customer service within our roles, responding positively to feedback and learning opportunities.
- Commitment to quality services: We are committed to providing excellent services to our clients, colleagues and supporters. We incorporate our core values and our knowledge of good practice into every aspect of our work.
- Making effective decisions: We make informed decisions based on sound judgment, evidence, and knowledge, always prioritising the best interests of The Passage, our clients, and our people. We empower individuals to know when and how to make decisions
- Creative problem solving: We handle complex situations and problems with innovation and creativity

3 Effective professional practice

We reflect on our own practice and the skills that are required to continuously improve.

- Readiness to change: We are curious, positive, agile and resilient, and that's how we deal with change.
- Planning & organising: We think ahead, managing time, priorities and risk. We develop structured and efficient approaches to deliver our work in a timely way and to a high standard.
- Analysis & problem solving: We ensure that we have sufficient evidence to make informed decisions and look outside of traditional solutions when appropriate.
- Continuous professional development: We are aware of our own abilities and areas for growth, as well as those of our colleagues. We are committed to continually learning so that we improve our own performance and inspire others to do the same.

4 Working together

We work positively together, knowing that collaboration and mutual support make us stronger.

- Leadership: We lead and take responsibility within our work areas. We demonstrate pride and passion for our clients, communicating purpose and direction with clarity, integrity, and enthusiasm.
- Collaboration & partnership: We work positively together, knowing that collaboration, partnership and mutual support makes us stronger.
- Reliability and communication: We are reliable and complete work commitments to agreed standards of accuracy, quality and time. We communicate effectively and appropriately, adapting communication styles as required.
- Connection: We behave with authenticity, empathy, & emotional intuition. We respect professional boundaries, and we build positive professional relationships.

