

## Job Description

<b>Role:</b>	Drop-In Support Worker
<b>Reports to:</b>	Drop-In Manager
<b>Direct reports:</b>	None
<b>Responsible for:</b>	Drop In Volunteers
<b>Budgetary responsibility:</b>	None
<b>Location:</b>	St Pauls, Bristol

**Job purpose:** To support the Drop In Manager to provide a high quality Drop In service which enables vulnerable women who street sex work to reduce their vulnerabilities and step away from street sex work. This will include developing trusting relationships with the women enabling them to maximize their choices and have control over the support they receive.

### Job accountabilities:

- To support Drop In sessions that are organised and safe so that service users are engaged and can be supported.
- To deliver the Drop In sessions in the absence of the Drop In Manager.
- To proactively maintain a safe, alcohol and drug free environment.
- To support and develop volunteers contributing to the information they receive to ensure they provide good support for each Drop In session.
- To support the primary care services in Drop In so that there is equitable access for relevant service users.
- To identify service users' support needs, referring them through One25's support pathways or safely out of service if necessary.
- To ensure that all safeguarding concerns are logged and actioned.
- To plan and implement a range of activities such as summer trips and event Days to ensure that there is maximum uptake.
- To plan the weekly menus to insure Food Safety Standards are maintained and service users receive nourishing food in Drop In.
- To communicate with volunteers and Services Assistant to insure clarity and consistency in delivering planned menu.
- To monitor and record Drop In records to insure accuracy and legality in reporting and monitoring outcomes.
- To plan and promote 'TREE' activities to provide service users with options for meaningful activity.
- To facilitate service user involvement in the development and delivery of services in One25.
- To collaborate with colleagues across all departments to deliver services according to One25's pathways of care and wider organisational aims.

- To action referrals to services outside One25 that will support the needs of service users using agreed information sharing protocols
- To participate in personal and professional support opportunities to maintain resilience.

**Measures for role: ?**

**Any other responsibilities:**

- Any other duties the Manager considers appropriate.
- To work outside of normal office hours at manager’s request.

**Person Specification**

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications, Education &amp; Training</b>	Educated to A level or equivalent	Educated to degree level or equivalent  Level 2 Food Hygiene Certificate  Emergency First Aid at Work qualification
<b>Knowledge</b>	<p>Knowledge and understanding of a person-centred approach and employing psychologically informed practice (PIE)</p> <p>Understanding of vicarious trauma and self-care, and methods to reduce impact on self and team</p> <p>Knowledge and understand of the nature and impact of addiction</p> <p>Knowledge and understanding of the nature and impact of multiple and complex trauma</p> <p>Good understanding of boundaries and confidentiality</p>	<p>Knowledge and commitment to implementation of safeguarding policies and procedures</p> <p>Knowledge and understanding of personalisation and recovery methodology and employing psychologically informed practice (PIE)</p> <p>Good understanding of data protection and GDPR</p>
<b>Skills</b>	Able to communicate effectively with people at all levels in person	Ability to plan menus and prepare hot food

	<p>and through written communications and reports</p> <p>Ability to plan, organise and deliver work to meet individual, team and organisational objectives and deadlines</p> <p>Ability to use IT systems including proficient user of Microsoft Office (or equivalent package), with a good knowledge of Word and basic knowledge of Excel and PowerPoint</p> <p>Ability to accurately record cases and input on database</p>	<p>for upwards of 25 people</p> <p>Solution focused approach</p>
<b>Experience</b>	<p>Significant experience in an equivalent role</p>	<p>Previous experience of working in the voluntary sector</p> <p>Experience of working with women involved in street sex work</p> <p>Working in multi-disciplinary teams</p> <p>Multi-agency working</p> <p>Experience working in a high paced and noisy environment</p>
<b>Competencies/Behaviours</b>	<p>Confident and able to think on their feet and react decisively in pressurised situations</p> <p><u>Requirements for all One25 staff</u></p> <p>Continually seeks to improve performance organisationally and personally</p> <p>Ability to form and maintain good working relationships with colleagues</p>	

	<p>Works well under pressure and plans, organises and manages workload to meet objectives and deadlines</p> <p>Ability to be an ambassador for One25 externally and across internal teams</p> <p>A willingness to get the job done</p> <p>Promotes effective team working and supports team work across immediate and wider One25 teams</p> <p>Core values:</p> <ul style="list-style-type: none"> <li>• Person-centred</li> <li>• Justice</li> <li>• Unconditional love</li> <li>• Non-judgmental</li> </ul> <p>Core behavioural competencies:</p> <ul style="list-style-type: none"> <li>• Working with Others</li> <li>• Communicating</li> <li>• Organisational awareness</li> <li>• Learning and growth</li> <li>• Planning and delivery of work</li> <li>• Motivational leadership</li> </ul> <p>Able to actively demonstrate and communicate a willingness to work within and support the clear and inclusive Christian ethos</p>	
<b>Other</b>	<p>This post is open to women only</p> <p>To operate in line with One25's core competencies and values:</p>	

**Manager signature:**

**Employee signature:**

**Date:**

**Date:**

**Date last reviewed:**