

Vacancy: Support Worker



Job Title:	Support Worker
Charity:	Nour
Salary:	£9875 per annum Part-time, 18hrs a week (fixed hours, with flexible working arrangements)
Reporting to:	Operations Coordinator
Location:	Home based (May require some travelling)
Contract:	Fixed Term Contract for 1 Year
Closing date:	23 rd August 2019 (applications to arrive no later than 5pm)

Role Summary

As a Support Worker with Nour, you will provide support for the development and management of the counselling, legal and Islamic services. You will work with the Operations Coordinator, Counsellors, Advisors and the Nour Team, and be the first point of contact for our clients. You will provide warm, empathic, non-judgemental support for the clients, sign-posting and making referrals as needed.

Nour Domestic Violence Charity is committed to safeguarding children, young people, vulnerable adults and the elderly. All post holders are subject to a satisfactory enhanced Disclosure and Barring Service (DBS) check. For further information about the charity, please visit www.nour-dv.org.uk

If you would like more information about this opportunity, please contact:

Mahfuja Ahmed (Director) at: Mahfuja.Ahmed@nour-dv.org.uk

Right to work in the UK

If you do not yet have the right to work in the UK and/ or are seeking sponsorship under Tier 2 of the UK points-based immigration system please click on this [link](#) which contains further information about obtaining right to work in the UK and details about eligibility for sponsorship under Tier 2.

Diversity and Inclusion

Nour Domestic Violence provides an inclusive working and learning environment, recognising and respecting every individual's differences. We welcome applications from individuals who identify with any of the protected Characteristics defined by the Equality Act 2010.

Recruitment of Ex-Offenders Policy

As a charity using the (DBS) Disclosure and Barring Service to assess applicants' suitability for positions of trust, Nour Domestic Violence complies with the DBS Code of Practice and undertakes not to discriminate unfairly against any subject of a Disclosure on the basis of a conviction or other information revealed.

Job Description

Job Purpose

The support worker will assist in the management and coordination of the beneficiary services, working closely with the professional advisors and counsellors as well as providing administrative support across the team. Excellent team working skills are essential in this role.

Duties and Responsibilities:

1. To be the first point of contact for Nour clients and to be able to provide support to beneficiaries. This would require using listening skills in a support/helper role.
2. To refer service users to in-house services as well as referring or sign-posting to external agencies where relevant.
3. To be able to assess risk and manage safeguarding concerns with support from line manager and safeguarding lead.
4. To work with the counsellors and advisors to ensure timely response to our clients according to our Policy, as well as ensuring data is being returned as per requirements.
5. To maintain the client databases, checking and updating on a regular basis.
6. To identify trainee counsellors and advisors alongside the Operations Coordinator.
7. To work with the Operations Coordinator to build partnerships and network with stakeholders.
8. Work closely with Nour Management to develop Nour's client services and streamline them
9. To host coffee mornings and other activities for beneficiaries. Activities would be planned and developed alongside the wider Nour Team.
10. To provide administrative support to the Team
11. Any other duties deemed commensurate with the role.

Person Specification

The Person Specification focuses on the knowledge, skills, experience and qualifications required to undertake the role effectively. This is measured by Application Form (A), Test/Exercise (T), Interview (I), Presentation (P).

Criteria	Measure			
	A	T	I	P
Essential Criteria	A	T	I	P
A minimum of 3 years' experience in support roles working with vulnerable clients	✓		✓	✓
Excellent communication and relationship skills, and an empathic and non-judgemental approach	✓		✓	✓
Self-motivated and able to motivate others	✓		✓	
Excellent planning and organisation skills	✓		✓	
Experience of working in a multidisciplinary team and demonstrating a team-oriented approach	✓		✓	
Ability to prioritise workload and meet tight deadlines	✓		✓	
Ability to maintain confidentiality and deal sensitively and effectively with staff and clients	✓		✓	
Competent IT user (Microsoft Word, Excel, Outlook, Access)	✓	✓	✓	✓
Demonstrable understanding of safeguarding in relation to vulnerable adults and children	✓		✓	
Willingness and ability to travel within the UK providing sufficient notice is given	✓		✓	
Desirable Criteria	A	T	I	P
Experience of working with domestic abuse survivors	✓		✓	
To have an understanding of the Islamic faith	✓		✓	
Excellent project management skills	✓		✓	