



Job Description

Job Title	Complex Needs Worker – The THRIVE Programme
Department	Employability, Training, Education and Volunteering
Responsible to	Senior Service Manager
Reports to	Team Leader – The THRIVE Programme
Disclosure and Barring Service (DBS) Check Required	Enhanced DBS with Adults Barred List
<p>BACKGROUND INFORMATION</p> <p>My Sisters’ House (MSH) provides independent, trauma-informed frontline services to local women of any age. Services are gender-specific, holistic, and community-based, and offer tailored advice, support, information, and signposting, as well as individual casework and group work.</p> <p>The focus is to increase safety, reduce fear and isolation, and, where relevant, to support women who want to develop the skills, experience and confidence needed to move into training, education, volunteering, or employment.</p> <p>Owing to the gender specific nature of My Sisters’ House service provision, being female is a genuine occupational requirement under Paragraph 27, Schedule 3 of the Equality Act 2010.</p>	
<p>JOB PURPOSE</p> <p>Supporting women into employment, a career change, training, education, or volunteering.</p>	
<p>KEY RESPONSIBILITIES</p> <ul style="list-style-type: none"> • To engage and support clients through the MSH Thrive Programme by delivering tailored support in groups and on a one-to-one basis. • To promote the benefits of working, studying and volunteering. • To be responsible for providing employability support including CV and cover letter writing. • To manage a complex caseload of clients and to ensure appropriate and effective activity is undertaken, tailored to individual requirements. • To establish focused goals to help women overcome barriers successfully and in a safe environment. • To complete initial and exit Pathways Stars to accurately record achievements to complete evaluations and impact reporting. • To manage clients records and input data to accurately record all activities and outcomes achieved To assist with the weekly management of the service waiting list and client allocations. • To undertake multi-agency working with other professionals including social services, substance misuse, alcohol, housing, and mental health agencies to ensure adequate support for clients. • To empower women to change their lifestyle behaviours and promote independent management of their wellbeing. • To be alert to risk with women living with multiple and complex challenges such as mental health and historic DA and make appropriate referrals. • To attend team meetings, case reviews, staff training days, and clinical supervision, as and when required. • To be willing to engage in networking events and to travel between the Chichester & Bognor offices, as and when required. 	
<p>SCOPE OF ROLE</p> <ul style="list-style-type: none"> • To work in a trauma-informed way and with the client at the heart of all we do. 	

- To be alert to risk for women and children living with domestic abuse.
- To empower clients to make positive changes within their lives, and to promote independent management of their well-being.
- To identify child and vulnerable adult safeguarding issues and make referrals in a timely and appropriate manner.
- To be alert to risk of mental health crisis and make appropriate referrals.
- To refer and signpost appropriately 'in house' and to external agencies.

KEY WORKING RELATIONSHIPS

The main internal and external contacts the post holder will work with includes (but is not exclusive to):

Clients - To communicate effectively and sensitively when imparting information that could be highly stressful and emotional. Ensuring effective and honest communication considering the level of understanding, culture, and background.

Line Manager and MSH colleagues - To communicate clearly and regularly discussing, reporting and evaluating client safety, support, and care. To work collaboratively to share information and lessons learnt.

Students across all disciplines - To provide a learning environment by supporting students, where relevant.

Trustees, volunteers, and donors - To ensure a positive message is communicated about MSH services.

PERSON SPECIFICATION: SKILLS & EXPERIENCE

Essential:

- A passion to see women's lives transformed.
- Resolute and resilient.
- Ability to act with integrity and accountability.
- Ability to inspire and motivate others to achieve their full potential.
- Outstanding communication and people skills.
- Excellent organisational and problem-solving ability.
- Strong professional boundaries.
- Knowledge and understanding of sharing of information including the importance of the rules regarding confidentiality, safeguarding, and equality, diversity, and inclusion.
- IT literate and confident with using technology including Microsoft Teams and Zoom.
- Ability to prioritise a busy and dynamic workload.

Desirable:

- Two years' experience working with women with complex needs.
- Strong understanding of safeguarding children, young people, and adults.
- Knowledge and understanding of domestic abuse and its complexities and related issues.
- Experience in and/or willingness to undertake the delivery of one-to-one and group work sessions.
- Understanding of employability, training and development, and volunteering
- Evidence of continued professional development.

OTHER

The role holder will have previous experience in a relevant sector or experience of working with clients who are vulnerable. The post holder will demonstrate a mature, honest, dependable, empathetic, and non-judgmental attitude towards clients. This includes respect for the cultural and religious heritage of all people.

STANDARDS AND EXPECTATIONS

Policies and Procedures

All employees are expected to follow MSH policies, procedures, and guidance as well as professional, statutory, and legal standards and guidelines.

Confidentiality and Data Protection

All employees should be aware of the confidential nature of the MSH environment and/or their role. Any matters of a confidential nature relating to clients, their relatives, staff, or volunteers must not be divulged to any unauthorised person. Staff should make themselves aware of the requirements of the Data Protection Act 2018 and follow MSH procedures to ensure appropriate action is taken to safeguard confidential information.

Health and Safety

All employees are required to take reasonable care for their own health and safety and that of others who may be affected by the employee's acts or omissions; all employees should ensure that statutory regulations, policies, codes of practice, safety and good house-keeping rules are adhered and attend training, as required.

Safeguarding and Mental Capacity

All employees have a responsibility to safeguard and promote the welfare of adults, children and young adults. It is essential that all safeguarding concerns are recognised and acted on appropriately in line with the policies and training. All employees must ensure they always act in the best interests of any person lacking mental capacity.

Equality, Diversity and Inclusion

MSH recognises and encourages the valuable contribution that people from all backgrounds and experiences bring. Employees will treat all individuals based on merit and without prejudice.

Training

MSH is committed to offering training and support to all employees. The post holder will be required to attend mandatory training, other training where appropriate, participate in supervision, annual appraisals, and development reviews.

Volunteer Assistance

MSH has the advantage of being supported by volunteers. If a volunteer is assigned to assist an employee, they will still retain responsibility for the requirements of this job. At all times, employees will be expected to treat volunteers with respect and value their contribution.

This Job Description is not intended to be restrictive and should be taken as the current representation of the broad nature of the duties involved in the role and needs to be flexible to cope with the changing needs of the job and of MSH service delivery.