



We're a social enterprise supporting people with learning difficulties and autism into jobs with a future

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| Job title | Bank Community Support Staff |
| Main Function | To provide direct support to participants on the NOW Community Opportunities Service by delivering a programme of daily activities to increase independent living and social skills. The post holder will ensure a variety of opportunities and will work closely with other departments including Employment and Training Services. |
| Location | Any NOW site as required |
| Reports to | Transition Coordinator |
| Hours | Bank/casual Full flexibility including evenings and weekends In a position to cover at short notice |
| Salary scale | £9.23 per hour |

Mission

Supporting people with learning difficulties and autism into jobs with a future.

Vision

A society where people with learning difficulties live, work and socialize as valued citizens.

Main Responsibilities

1. Provide person-centered support to participants on the Community Opportunities Service.
2. Support participants within classroom and outdoor venues.
3. Encourage individuals to engage in opportunities and build independence skills.
4. Promote Volunteer opportunities for group members.
5. Build on existing external networks/relations and develop new ones to increase range of activities and networks available to participants.
6. Route train participants to increase independence skills.
7. Actively promote NOW Group Services and products.
8. Work effectively with NOW Group Services to provide a full range of support, optimizing positive progression for participants.
9. Ensure organisational, team and individual annual KPIs are met.
10. Undertake any training as deemed necessary by Senior Management and to carry out any other duties as deemed appropriate to the post by Senior Management.
11. Ensure accurate record keeping of participant attendance, retention and progression in compliance with organisational data protection and confidentiality policy.
12. Contribute to NOW Group self-evaluation and quality improvement planning processes, ensuring continuous improvement in all areas of practice.



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13. Comply fully with NOW Group's 'Organisational Approach to Safeguarding' ensuring that knowledge and skills in this area are kept up to date to ensure the safety and well being of participants. This includes the notification to Senior Management of any untoward incident / accident involving either staff or participants, and the recording and reporting of any such incident / accident to the appropriate authorities.
14. Proactively identify risks in relation to participant safety and carry out general and individual risk assessments as appropriate, ensuring risk management procedures are followed.
15. Ensure the implementation and observance of Health and Safety Regulations.
16. Contribute to the monthly activity/financial monitoring returns as outlined by funders.
17. Maintain accurate financial records required for expenses and funder requirements.

Key Internal Relations

The Community Support Officer will work closely with colleagues across the organisation to ensure that support is relevant to the needs of the individual participant. Key internal relationships include:

- Transition Co-coordinator
- Transition service colleagues
- Trainers
- Family Service colleagues

Key External Relations

- Relevant participant stakeholders including parents/carers, social workers as appropriate
- Referring organisations
- Organisations providing activities/placements e.g. Arts Groups, Community Forums, Businesses

This job description is not definitive and may be subject to review as the duties and responsibilities determine

Personnel Specification

Essential

1. A full current driving license and access to a car. Consideration will be given to alternative travelling proposals in respect of applicants with a disability who cannot hold a license.
2. Ability to be flexible and adaptable - hours are flexible and may involve evening and weekend work as required.
3. GCSE grade C in English Language (or equivalent),
4. At least one years experience of supporting people with learning disabilities within a group environment.
5. Experience of engaging with volunteers.
6. Ability to demonstrate administrative skills with good record keeping.
7. IT skills including Word, Excel, Outlook and Social Media use.
8. Understanding of the barriers faced by people with learning disabilities.

Desirable

1. Community or Youth Qualification (Level 3 or equivalent)

Values & Behaviours



All employees in NOW Group are required to subscribe to the values of the organisation and demonstrate these values through agreed behaviours in their day to day work and their relationships with participants, stakeholders and colleagues (please refer to page 4).

Candidates will be expected to demonstrate relevant values and behaviours as part of the interview process.

| NOW Values | Behaviours -All Staff | Behaviours -Managers |
|---|--|---|
| <p>Courage We challenge convention, ourselves and each other. We have the strength, willingness and determination to initiate, make things happen and to carry them through.</p> | Takes practical approach to problem solving, proposes solutions rather than presenting problems. | Demonstrates creativity and innovation in development of solutions |
| | Uses initiative | Has confidence to address difficult situations using effective negotiation skills with internal and external stakeholders |
| | Is resilient, flexible and embraces change. | Embraces organisational change and supports staff to see it through to implementation |
| <p>Accountability We are all champions of NOW Group. We take personal responsibility for achieving our objectives. We act with openness, integrity and trust. We ask for help, admit to our mistakes and put things right.</p> | Committed to learning and developing in work | Is accountable for team performance, setting clear but challenging objectives which stretch develop and motivate staff |
| | Is open and honest when things don't go to plan. Reflects on own practice to improve. | Adheres to organisational guidelines in management of contracts, funds, data and personnel |
| | Takes responsibility | Acts as a strong role model for team, demonstrating commitment to the organisation and its leadership |
| <p>Collaboration We are one company across all services and locations. We work towards a common goal through cooperation and teamwork. We are all NOW Group people and treat each other with respect regardless of status</p> | Is a strong team member, supportive of all colleagues and flexible. | Supports other teams and managers taking a corporate approach to meeting organisational objectives |
| | Communicates well with colleagues in other teams, shares ideas and knowledge | Communicates effectively to team to build trust and break down barriers |
| | Is an Ambassador for NOW and actively promotes all areas of the business. | Engages a range of customers and stakeholders using external networks to ensure organisational growth and success |
| <p>Impact Our services change lives. We listen to our participants*, their families and communities and use continuous improvement to deliver results. We are relentless in our pursuit of success and excellence. <i>(*also external and internal customer)</i></p> | Looks for and suggests ways to improve own and team performance | Committed to delivering high quality services through continuous improvement of own service |
| | Puts the participant/customer at the heart of service delivery, delivering services that make a difference | Seeks and uses feedback from participants/customers to make improvements to service delivery |
| | Always delivers to highest quality | Seeks and uses relevant data to measure impact of service |