



July 2023

JOB DESCRIPTION

TITLE:	Bank Support Worker
ACCOUNTABLE TO:	Family Mentoring Team Leader
TEAM:	Family Mentoring

About Save the Family

Save the Family is a charity based in Cheshire. We provide a safe community environment combined with tailored mentoring to homeless and vulnerable families. The support offered includes access to training, employment support and issue led support empowering families to move forward with confidence.

Safeguarding

Save the Family requires all of its employees to abide by its policies on safeguarding and promoting the welfare of vulnerable children and adults. An Enhanced Disclosure and Barring Services (DBS) (Previously known as CRB) check is required with this post. As well as this position being subject to a satisfactory enhanced disclosure, this job offer will also be subject to a minimum of two satisfactory references.

Values and Attitude

The success of Save the Family has spanned over 40 years. We value our people and take great pride in our core values that are embedded through everything we do to **CREATE** a positive future.



Compassion



Respect



Empowerment



Aspiration



Trust



Excellence

All Save the Family employees are expected to demonstrate the Charity's values by working positively as part of a team delivering vital high-quality services to clients to create a culture where all are valued and encouraged. In return, Save the Family will offer you support, training and development and the best resources that we are able to provide to help you give your best in your work with us.

Mentoring

We provide a safe, residential community for homeless and troubled families where safeguarding is paramount. We aim to keep families together and help them create a positive future.

All our team members are expected to work in support of these aims, in terms of both **what** they do to help families and **how** they do it.

We deliver our service by mentoring families, working in partnership with them to:



July 2023

- Explore/Clarify the needs that have been identified with them during the referral process
- Develop a set of goals to meet those needs
- Offer support in the implementation of strategies to reach those goals

Mentoring adopts a guiding approach which respects the autonomy of individuals to make their own choices (within safeguarding limits). It promotes a shared understanding of possible barriers to change and empowers people to recognise their strengths and take control of situations in order to reach their goals. Our approach supports families to develop their own problem-solving skills which in turn helps them to develop resilience.

Mentoring is both person and family-centred and is heavily dependent on the ability to communicate with empathy and sensitivity using the skill of active listening.

Job Purpose

You will work alongside families to provide guidance and support to enable them to address and overcome barriers to wellbeing to achieve identified outcomes and reach their potential. You will work alongside the Families team to support parents to give their children the best possible start in life and lay the foundation for a fulfilling future. The role involves weekends, evenings and sleepovers. You will ensure that the accommodation provided to the residents is safe and secure through the provision of security and door control. This includes controlling access to buildings, being the first point of contact for all emergencies and carrying out Health and Safety checks. To respond to any emergencies during the night by contacting the emergency services or alerting the on call manager if required.

Principal Accountabilities (Daytime shifts)

1. Provide support to individuals and families to develop their self-esteem and potential. Support families to access new experiences, opportunities and perspectives as well as helping them to develop new life skills.
2. Using a strengths-based approach, work alongside parents to empower and enable them to overcome identified barriers to progress and achieve better outcomes for themselves and their children.
3. Work alongside Senior Family Mentors and Family Mentors to deliver practical support outlined in support plans, maintaining clear records and feeding progress back to the allocated Family Mentor.
4. Remain vigilant about safeguarding requirements at all times, ensuring any issues are addressed in accordance with the charity's procedures, with the guidance and involvement of the Safeguarding Manager.
5. Engage and support resident families with enterprise activities on site (e.g. in the workshop, craft room), encouraging them to explore their own wants and needs. Support the delivery of a range of services for families including group work, family learning, activity events etc.

July 2023

6. Identify, record and develop effective communication to cascade any known risks or concerns to relevant colleagues and other external agencies, to maintain and ensure a safe working environment.
7. Drive children (and passenger assistants) to school/nursery and other appointments as necessary using Save the Family vehicles. Ensure the cleanliness and safety of the vehicle in line with health and safety requirements.

Principal Accountabilities (Evening shifts)

1. Provide basic first contact advice and security to residents and to contact the on call service/emergency services if appropriate
2. Deal with emergency situations taking action in the event of a fire or other incidents and being responsible for calling emergency services in an appropriate manner
3. Remain vigilant about safeguarding requirements at all times, ensuring any issues are addressed in accordance with the charity's procedures, with the guidance and involvement of the Safeguarding Manager.
4. Keep appropriate records of all work and activities within the site, in accordance with Policy and Procedure
5. Actively ensure the security of the building through regular Health and Safety Checks and the monitoring of CCTV systems
6. Ensure a safe and secure environment, assisting to maintain high standards within the project by logging and recording any maintenance issues in accordance with procedures and assisting with maintenance of the building, furniture and fittings as appropriate
7. Ensure the smooth running of the building; adhering to rules, policies and procedures as required
8. Identify, record and develop effective communication to cascade any known risks or concerns to relevant colleagues and other external agencies, to maintain and ensure a safe working environment.

General requirements

- Carry out your role in an effective and appropriate manner which meets the requirements of Save the Family in accordance with the culture, values, aims and objectives of the charity as detailed in our policy framework and the Code of Conduct for Employees.
- Seek to continuously improve in order that the Charity delivers the best possible service to residents.



July 2023

- Positively contribute to the Save the Family team working environment and participate in regular internal/external meetings as well as in any training required.
- Act as a positive ambassador for the Charity at all times
- Attend Save the Family Events in support of raising the profile and much needed funds
- Undertake any other duties that may be required from time to time

- Appreciate that there may be a requirement to lone work, due to the nature of the service

This appointment is subject to the receipt of a satisfactory Enhanced Disclosure and Barring Service check and references.

NB: This Job Description forms part of the Contract of Employment of the person appointed to this post. It reflects the position at the present time only and may be changed at management's discretion in the future. As a general term of employment, the Charity may affect any necessary change in job content or may require the post holder to undertake other duties, at any location in the Charity's service, provided that such changes are appropriate to the employee's remuneration and status.

I confirm that I have read and agree to carry out the duties and responsibilities contained in this job description.

Name (Please print): _____

Signed: _____

Date: _____

July 2023

PERSON SPECIFICATION

Post: Bank Support Worker		
CRITERIA	ESSENTIAL / DESIRABLE	METHOD of IDENTIFICATION
<p>Qualifications:</p> <p>A good standard of education (i.e. GCSE A-C in English and Maths or equivalent)</p> <p>Level 2 Award in Security Guarding (e.g. Edexcel, City & Guilds), or equivalent.</p> <p>Safeguarding training</p> <p>Mentoring training</p>	<p>Essential</p> <p>Desirable</p> <p>Desirable</p> <p>Desirable</p>	<p>Application Form</p> <p>Application Form</p> <p>Application Form</p> <p>Application Form</p>
<p>Proven Experience:</p> <p>Experience of working within a support role, ideally in a family's setting</p> <p>Experience of dealing with 'at risk' adults and children on a one to one mentoring basis, with backgrounds including: -Domestic Abuse -Abuse -Mental health issues -Drug and alcohol abuse -Debt -Parenting issues.</p> <p>Experience of applying safeguarding procedures and practices</p> <p>Working knowledge of Health and Safety Practice</p> <p>Experience of monitoring CCTV systems and managing Health and Safety issues</p> <p>Experience of planning and structuring activities using own initiative</p>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Desirable</p> <p>Essential</p> <p>Desirable</p>	<p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p>

July 2023

Previous experience working in a role within a project that is outcome driven	Desirable	Application Form/Interview
Experience of managing overnight security, preferably in a residential setting	Essential	Application Form/Interview
Full driving Licence	Essential	Application Form/Interview
Willing to drive company vehicles	Essential	Application Form/Interview
Knowledge, skills and abilities:		
Good communication skills at all levels	Essential	Interview
Compassionate, empathetic person	Essential	Interview
Good organisational skills	Essential	Application Form/Interview
Precise and accurate written skills	Essential	Application Form
Ability to work on own initiative	Essential	Application Form/Interview
The ability to identify, use, understand and manage emotions using a strengths-based approach to communicate effectively	Essential	Interview
Be respectful of everyone's right to self-determination and independence, challenging only when deemed appropriate	Essential	Interview
The ability to foster positive relationships based on trust and mutual respect	Essential	Interview
The ability to recognise personal barriers to progress and to work alongside Family Mentors to overcome them	Essential	Interview
The ability to lead, take part in and /or use practical enterprise activities to engage and empower residents	Essential	Interview



July 2023

Other Attributes:		
Ability to work as part of a team or as a lone worker	Essential	Application Form/Interview
Resilient, tactful and diplomatic	Essential	Interview
Flexible, can do approach to problem solving	Essential	Interview
Ability to work unsociable hours, as this role requires that the post holder does sleep-ins	Essential	Interview
Willing to use own vehicle	Desirable	Application Form/Interview
Business use on insurance	Desirable	Application Form/Interview