

Job Description
Springboard Project Worker (Trainee)
12-month fixed term contract until November 2022

REPORTING TO:

Springboard Team Leader

Location:

Sutton, Merton, Wandsworth,
Richmond and Kingston

SALARY:

London Living Wage (£10.85 per hour)

WORKING HOURS:

Part-time, 14 hours per week

MAIN PURPOSE OF JOB:

The successful applicant will be responsible for the delivery of high-quality services offered by the Springboard Programme at SPEAR.

Springboard works with Spear's 16-25 year old homeless clients, including rough sleepers, and supports them into a range of education, employment, training and wellbeing services in the boroughs of Sutton, Merton, Wandsworth, Richmond and Kingston.

SPECIFIC DUTIES:

- Contact allocated clients and support them in identifying goals they would like to work towards in the areas of employment, education, training and wellbeing
- Work alongside the Team Leader and allocated clients to plan and deliver activities (both group and one to one) to support them towards meeting their goals
- Support clients to develop their employability by helping with writing CVs, applying for jobs, preparing for interviews and understanding role requirements.
- Organise group trips for SPEAR's 16-25 year old clients (previous trips include quizzes, trips to the theatre and art galleries, and a tour of a university)
- Answer client queries around education, employment, training and wellbeing where possible and if not, signpost clients to the appropriate service.
- Undertake training and other duties under the direction and supervision of your line manager
- Ensure that allocated clients have access to specialist services as required, utilising both internal and external resources
- Develop positive relationships with clients in order to facilitate the best possible outcomes and to address issues of social isolation and exclusion
- Maintain accurate records of work undertaken on client database Inform and use appropriate monitoring and evaluation tools

- Maintain a safe and appropriate physical environment for staff and service users, in conjunction with the Health and Safety Representatives
- Participate in staff management and support systems in line with SPEAR's policies and procedures, including induction and supervision
- Contribute to regular team meetings and handovers, sharing information with the Skills Development team in line with SPEAR's confidentiality policy
- Represent SPEAR appropriately at all times, and work professionally with external agencies.

PERSON SPECIFICATION:

Essential:

- Lived experience of, and empathy with, issues experienced by SPEAR's client group. For example, experience of homelessness and/or the criminal justice system.
- The ability to engage and build trusting relationships with SPEAR's clients
- The ability to work within a team and on your own initiative
- An understanding of confidentiality and professional boundaries
- The ability to represent SPEAR appropriately in all situations, and to work professionally with external agencies
- Good communication skills, both written and verbal
- Basic IT skills, including competence with word processing and email and the ability to learn how to use new IT applications

Desired:

- Experience of supporting children and/or vulnerable adults to achieve their goals
- An understanding of and commitment to Equal Opportunities
- The ability to relate positively to people from a wide range of backgrounds and cultures
- Emotional resilience to deal with challenging behaviour and to facilitate ongoing constructive engagement
- A commitment to learning and continuous improvement
- An understanding of Health and Safety and an ability to manage the associated requirements practically and professionally
- An understanding of the need for timely and accurate record-keeping and the ability to keep accurate records of work