

## **Support Worker Canterbury - £8.25 per hour rising to £8.50 per hour**

Willow House is part of the Diagrama Foundation, a UK charity which supports vulnerable children and adults through a range of services, including fostering, adoption and residential care. We operate a 24/7; 52-week service at our Canterbury home which involves 12 hour shifts and sleep ins, over a 3 week rotating roster pattern.

Our charity is looking for compassionate and empathetic support workers to provide positive role models for the young people we support in our semi-independent living service in Canterbury.

Willow House provides supportive accommodation for vulnerable young people aged 16-25 years, who, for a variety of reasons, are unable to live on their own. Our dedicated team provides guidance on education and employment opportunities as well as person-centred support, offering structure, encouragement and emotional wellbeing for our residents to help them develop key life skills so they can move towards independent living.

This is a lone worker role and you must be able to adapt to the varying health and social needs of our clients who come from a variety of challenging backgrounds and various ethnicities. As such, core values of empathy, patience and compassion are essential.

Candidates must be able to demonstrate an ability to work autonomously in this environment but be able to work as part of a team in meeting the needs of the young people we support.

### **We expect you to:**

- develop a professional 'mentor' relationship with residents, always keeping appropriate and transparent boundaries
- encourage growth and self-confidence by working with residents to develop all aspect of life skills
- implement, write and update all documentation in relation to the progress of residents, including pathway plans, application for benefits and other related matters
- prepare for and attend reviews and assessments of residents by outside agencies (i.e. social services)
- provide support on various activity days
- ensure residents' voices are heard and that they are given regular opportunities to offer feedback on the service provided to help us continually improve our service
- undertake any other duties as required, including the cleanliness and safety of the home

### **Essential:**

- Strong communication, written and interpersonal skills
- IT skills
- Flexible and adaptable

### **Desirable:**

- NVQ Level 3 in Health and Social Care (or equivalent) or willing to work towards this
- Previous experience within a similar environment

### **Benefits:**

Successful applicants can enjoy a full and varied career with our charity. In addition to pay, our benefits package includes 5 weeks' holiday, health care plan and pension scheme.

Interested in joining our team? Please email your CV to [hr@diagrama.org](mailto:hr@diagrama.org)

If you'd like to know more about the role, please call our Semi-Independent Living Service Operations Manager, Andy Smith on 07546 517724.

Closing date for applications: 22<sup>nd</sup> February 2019