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|  | **Step Forward 234 Bethnal Green RoadLondon E2 0AA**Tel. 020 7739 3082[www.step-forward.org](http://www.step-forward.org)08/08/2019 |

 |

Dear Applicant,

Thank you for your interest in applying for the position of **Service Support Worker** at Step Forward. We hope that you find the information and application process straight forward. Please read through all information before completing the application form.

We are looking to enhance our team by recruiting an exceptional person to join our multi-disciplinary team to provide reception duties and administration and support related to our service areas as our **Service Support Worker.**  We are looking for someone who is motivated, experienced, and flexible with a passion for working with young people.

We believe that our reception is a very important place as it offers the first impression of our services to visitors. We are looking for an exceptional person to help provide a warm and welcoming reception at Step Forward. You will need to have a helpful, friendly and professional approach to dealing with people. It is essential that you feel comfortable positively promoting our services and can work appropriately within a diverse organisation with a wide range of people in regard to their racial, cultural, religious beliefs, gender, sexuality and socio-economic backgrounds.

You will be providing administration support primarily to the CEO and Operations Manager and our specific service areas but will also undertake duties to help ensure the smooth running of the services and organisation. The role would require you to provide welcoming front of house services for young people, professionals and members of the public.

This **Service Support Worker** **role is 30-37.5 hours per week** and currently funded until October 2020. As we are open 6 days per week, we are additionally considering part-time applications alongside this more substantive post. There is an intention to continue this position after this stage, but any extension is dependent on contracts, funding and organisational priorities

Please note that Step Forward are keen to develop this role to provide support for every day we are open to young people. Therefore, we may be in a position to offer sessional or part-time hours to those suitable candidates who we cannot offer the more substantive role to or who are interested in working fewer hours. **If you are specifically interested in working sessional or part-time hours then please ensure you mention this on the application form.**

This role will suit someone who is interested in working in a hands-on position in the charitable and voluntary sector and/or working with young people. You will potentially be working alongside another Service Support Worker and job share some elements of the role.

Please find the following documents enclosed:

1. Job Description and Personal Specification
2. Application Form
3. Equal Opportunities Monitoring Form
4. Rehabilitation Of Offenders Form

We aim to provide service throughout the week, both during the day and in the evening and on Saturdays. This role requires the post-holder to provide services at times suitable for young people.

If you decide to apply, **please note all applicants will be shortlisted on their ability to demonstrate how their skills and experience meets the criteria of the personal specification in their supporting statement.**

**The closing date for completed applications is 5pm Wednesday 11th September 2019.** Shortlisted candidates will be asked to attend interviews which are likely to be within 6 weeks of the closing date.

Please return the completed application and monitoring forms marked Private and Confidential to Jennifer Fear, CEO, at Step Forward. Or via email Jennifer@step-forward.org and cc our Operations Manager Lee Robinson at lee@step-forward.org

All candidates submitting electronic versions of their application packs will be required to sign their forms at interview is shortlisted.

Good luck with your application.

I look forward to hearing from you soon.

Warm regards,

Jennifer Fear

CEO

**Job Description**

**Job Title: Service Support Worker**

**Accountable to: CEO**

**Responsible to Operations Manager**

**Grade: £18 – 22,000 FTE**

**Hours: 30-37.5 hrs (0.8 FTE – Full-time)**

**Job Summary**

We are looking for a warm, flexible, helpful and professional person to join our multi-disciplinary team to provide reception duties and administration support related to our service areas and keeping records on our database. This will include providing specific support to our sexual health clinic, wellbeing drop-ins, and group activities.

You will be providing administration support primarily to the CEO and Operations Manager and our specific service areas but will also undertake ad hoc duties to help ensure the smooth running of the services and organisation. The role would require you to provide welcoming front of house services for young people, professionals and members of the public.

Currently we run services Monday to Friday daytime and early evening, as well as Saturday daytime. The role will include some flexibility in hours and days worked weekly but will likely include some weekdays/evenings (until 8:30 pm) and regular Saturdays. All hours will be negotiated in line with service requirements with your line manager. This role requires the post-holder to work alongside colleagues and job share some elements of your work to help provide access to our services 6 days a week.

**This Job Description is indicative of initial roles and responsibilities of this post but will be reviewed on a regular basis to respond to the changing needs of the clients, post and organisation**.

**Specific Responsibilities**

1. Be the first point of contact for service users, referrers and members of the public.
2. Answer and reply to telephone, email and other enquires.
3. Provide basic information to service users, answer queries, book appointments and refer people to the appropriate person or service.
4. Take down referrals from young people looking to access counselling or personal development service and update records.
5. Provide specific support to our Sexual Health Clinic.
6. Ensure that the reception and public spaces are kept tidy and have up to date and appropriate resources and information.
7. Ordering and monitoring office stationery and organisational resources and supplies.
8. Ensure that client and organisational information is dealt with sensitively and confidentially.
9. Be responsible for monitoring incoming and outgoing post and deliveries, our info email inbox and general enquires.
10. To coordinate room hire arrangements.
11. Set up rooms and ensure resources are in place for activities, meetings and room bookings.
12. Support the Operations Manager in liaising with contractors, site visits and obtaining quotes regarding building maintenance and works
13. Assist in Step Forward events or activities, including outreach when required.
14. Provide specific administration support to the CEO, Operations Manager and members of the team.
15. Input and manage statistical information and data and assist in collating data and producing relevant reports where required.
16. Support the team in managing waiting lists, booking appointments, liaising with clients and ensuring information is kept up to date.
17. Maintain efficient administration systems which contribute to the smooth running of the organisation.
18. Work alongside the multi-disciplinary team at Step Forward or with workers from partner agencies.
19. Support the development of organisational policies and procedures and abide by them.
20. Be flexible in approach and undertake other duties as appropriate or designated by your line manager or CEO.
21. Work in consultation to support the production of publicity materials, training resources and reports.
22. Contribute to and participate in the effective functioning of the team.
23. Where appropriate perform small maintenance duties such as changing lightbulbs, getting tea and coffee, moving light furniture, etc.

**General Responsibilities**

1. To provide a calm, reassuring, and welcoming atmosphere for young people.
2. To work in conjunction with other members of the multi-disciplinary team.
3. To adhere strictly to all Step Forward policies, in particular those on confidentiality, safeguarding, and equal opportunities and diversity and to challenge negative attitudes and practice related to race, class, gender, sexual orientation, disability, religion or age.
4. To keep up to date by undertaking such further study or training as may be necessary or, which may be required by Step Forward and which contributes to the provision of an effective service.
5. To liaise with other agencies as necessary in the interests of young people and the provision of an effective service, and to develop and sustain good working relationships with those agencies.
6. To attend staff meetings, individual team meetings, and to attend such other internal meetings as required.
7. To contribute to the day to day running of the organisation.
8. To contribute to the development of the policies and practice of the service.
9. In consultation with colleagues to assess the general needs of young people, to evaluate their response to current service provision, and to make recommendations for service development.

**Personal Specification**

**Job Title: Service Support Worker**

**Accountable to: CEO**

**Responsible to Operations Manager**

**Grade: £18 – 22,000 FTE**

**Hours: 30-37.5 hrs (0.8 FTE – Full-time)**

**Overview**

The reception is a very important place in Step Forward as it offers the first impression of our services to visitors. We are currently offering services to young people 6 days a week and the successful applicant will fill the role and potentially work alongside another Service Support Worker to help provide a warm and welcoming reception at Step Forward.

The post holder will need to have a helpful, friendly and professional approach to dealing with people. You will need to have, or to gain, an understanding about the range of services we have on offer. It is essential that you feel comfortable positively promoting our services and can work appropriately within a diverse organisation with a wide range of people in regard to their racial, cultural, religious beliefs, gender, sexuality and socio-economic backgrounds.

You will be experienced in providing administrative support to others, meeting deadlines and can keep calm under pressure. You must have experience of working within a team and on your own initiative. You would need to embrace and uphold our organisational ethos and values to ensure we are: Inclusive, Warm, Empowering, Inspirational and Innovative.

**If you decide to apply, please note all applicants will be shortlisted on their ability to demonstrate how their skills and experience meets the criteria of the personal specification in their supporting statement.**

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|  | **Essential**  | **Desirable** |
| **Qualifications/****Education/****Knowledge** | Knowledge and experience of using Microsoft Office (word, outlook, excel, PowerPoint etc) To have knowledge and experience of using spreadsheets, databases and inputting and collating data.Have a good standard of spoken and written English and numeracy.An understanding of the need for and limitations of confidentiality. | To have relevant knowledge of one of the service areas of Step Forward.Knowledge and experience of developing data processes and systems. Advanced level of Excel |
| **Experience/****Track Record** | Experience of providing administrative support to a team.Experience of providing reception duties and providing relevant information both face to face and on the telephone.Experience of keeping appropriate records and inputting and collating dataAbility to deal appropriately with sensitive and confidential material. Ability to make people feel welcome and work appropriately with difference and diversity. An ability to take minutes at meetings and produce reports.Ability to develop an understanding of database systems to record client records.Ability to develop, establish and manage effective administrative systems.Ability to prioritise a workload, multi-taskand meet deadlines.An understanding of the factors that affect young people who might be service users at Step Forward.  | Experience of working in an organisation that provides mental health or support services to young people. Experience of maintaining databases and data collection systemsExperience using Salesforce or similar databaseExperience of working with volunteers. Experience of working in a small charity Experience of working within a multi-disciplinary team. Experience of providing specific support to young people.Experience of working in an agency offering sexual health services.  |
| **Skills** | Ability to provide a calm, warm and reassuring atmosphere.Ability to communicate effectively with a wide range of people both orally and in writing. Ability to interact in a welcoming, inclusive and non-judgmental way with all young people.Be self-motivated, efficient and well organised.Be able to work effectively with individuals and teams.Willingness to work in a flexible manner and undertake a variety of tasks that ensure the smooth running of the organisation.  | Ability to use another community language appropriate to Tower Hamlets.  |
| **Other** | Willingness to work regular evenings and weekends as required. Willingness to undergo specific training related to your role.Willingness to access training to help support the functioning of our sexual health Clinic and related services.Willingness to have an enhanced DBS (CRB) check. A commitment to own training and development  |  |

#### Application Form

The information collected in this form will be used by Step Forward to carry out its organisational responsibilities and/or procedures in relation to recruitment. Step Forward abides by the Data Protection Act 2018.

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| Confidential application form |

#### PLEASE COMPLETE IN BLACK INK

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| Position applied for: |       |

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| Name: |       |
| Address: |       |
| Day time telephone: |       |
| Evening telephone: |       |
| Email Address: |       |

**Current or most recent employment**

|  |  |
| --- | --- |
| Name: |       |
| Address: |       |
| Telephone: |       |
| Job title: |       |
| Salary: |       |
| Dates of employment: | **From**       **To**       |
| Duties & Responsibilities: |       |
| Reason for leaving: |       |
| Notice period: |       |

**Previous employment**

|  |  |
| --- | --- |
| Name: |       |
| Address: |       |
| Telephone: |       |
| Job title: |       |
| Salary: |       |
| Dates of employment | **From**       **To**       |
| Duties & Responsibilities: |       |
| Reason for leaving: |       |
| Notice period: |       |

**Previous employment continued**

|  |  |  |
| --- | --- | --- |
| Dates | Employer | Postions /Duties |
| **From**       **To**       |       |       |
| Reason for leaving: |       |

|  |  |  |
| --- | --- | --- |
| Dates | Employer | Positions /Duties |
| **From**       **To**       |       |       |
| Reason for leaving: |       |

|  |  |  |
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| Dates | Employer | Postions /Duties |
| **From**       **To**       |       |       |
| Reason for leaving: |       |

**Education, training & qualifications**

*Please use this space to list any education, training or qualifications you have which are relevant to this post. Please list dates, where obtained and to what level. You may type this section if you prefer.*

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**Please continue on a separate sheet if necessary.**

**Supporting statement**

***In consultation with the Person Specification, please give details of the skills, knowledge and experience that you can bring to this position****. You should address each point of the Personal Specification for this role individually and be aware that this is the principal item upon which short listing will be based. You may type this section if you prefer.*

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**Please continue on a separate sheet if necessary.**

# Referees

*Please give the details of two referees (who should not be related to you) who can provide us with information on your experience.* ***These should be your present or most recent employers if previously employed and should cover your most recent three years of employment and or study.*** *If you require more than two referees to cover this three-year period, please use a continuation sheet.*

* I agree that reference checks can be requested from the referees given in this form, or any that I later provide to the organisation (Please tick if you agree). Reference checks can include:
* Confirmation, details and dates of employment/volunteering
* Opinion on suitability to fulfil requirements of this role
* Work performance ratings
* Details of any outstanding disciplinary, grievances or management actions against you
* Sick leave taken

**SIGNED: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**NAME: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**DATE: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

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| **Referee 1** |
| Name: |  |
| Position: |       |
| Relationship to you: |       |
| Address: |       |
| Telephone: |       |
| Email address: |       |

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| **Referee 2** |
| Name: |       |
| Position: |       |
| Relationship to you: |       |
| Address: |       |
| Telephone: |       |
| Email address: |       |

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| **Do you object to our taking up these references prior to interview?**  |
| Referee 1: | **[ ]  Yes** **[ ]  No** | Referee 2: | **[ ]  Yes [ ]  No** |

**Medical details**

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| Do you suffer from any condition, which may affect your attendance or capacity to work?[ ]  **Yes [ ]  No** |
| If yes, please give details: |       |
| Please give the total number of days sickness, and the number of sickness periods, in the last year:      |
| Please specify reasons if more than 10 days:  |       |

**Equal Opportunities Monitoring Form**

*To assist Step Forward in monitoring the effectiveness of its Equal Opportunities Policy, you are requested to complete this form. This monitoring information will be used for statistical purposes only and will not influence the short-listing and interview process. If you do not wish to complete this form, your application will not be affected.*

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| What position are you applying for? |       |
| How did you hear about this position? |       |
| Have you ever worked for Step Forward in either a paid or voluntary capacitybefore?  | [ ]  **Yes [ ]  No** |
| What is your Date of Birth? |       |
| Today’s Date |       |
| How would you describe your ethnicity? |       |
| How would you describe your sexuality? |       |
| How would you describe your gender? |       |
| How would you describe you religious beliefs? |       |
| Do you consider yourself to have a disability? | [ ]  **Yes [ ]  No** |
| If yes, please specify nature of disability: |       |
| Do you require a work permit?  | [ ]  **Yes [ ]  No** |
| If yes, do you have a work permit? | [ ]  **Yes [ ]  No Expiry date:**       |
| Do you have any other paid employment or directorship apart from your current job? | [ ]  **Yes [ ]  No** |
| If yes please specify the nature of this work: |       |

**Rehabilitation of Offenders Form**

# Step Forward (Tower Hamlets)

# Rehabilitation of Offenders Act 1974

Due to the nature of the work for which you are applying i.e. involving contact with young people under the age of 18 years, it is provided by the Rehabilitation of Offenders Act 1974 (exceptions order 1975 paragraph 3) that none of the provisions of section 4(2) of the 1974 Act apply in relation to the question to assess the suitability of such persons for employment.

Applicants are not therefore entitled to withhold information about convictions which for other purposes are "spent" under the provision of the Act. Failure to disclose any such conviction could result in termination of contract or disciplinary action by the Board of Trustees, in the event of employment. Any information provided will be treated as completely confidential and will be considered only in relation to an application for the positions to which the order applies. A criminal conviction would not automatically disqualify you from involvement in Step Forward as this would be dependent upon the nature of the conviction. Step Forward will require a satisfactory DBS (CRB) check before employment starts.

**Have you ever been convicted of a criminal offence?**

[ ]  **Yes [ ]  No**

**If your answer is YES please give details.**

**Declarations and Consent**

(Please tick to indicate your agreement with the following statements)

* I declare that all information given above is to the best of my knowledge complete and correct and understand that if any relevant information is subsequently found to be misleading or inaccurate, this could cause sufficient grounds for withdrawing any offer made or agreements entered into
* I consent to the collection, processing and storage of the personal data collected in this form

**SIGNED: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**NAME: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**DATE: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

NB: Candidates will be working with vulnerable young people and an enhanced police check will be carried out for the successful applicant before employment commences.

*In the event you were not offered this post, this information will be destroyed.*