

## St George's Crypt - Job Description

**Job title: Bank Support Worker**

**Reporting to: Service Coordinator**

**Direct Reports: None**

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### **About the Charity:**

St. George's Crypt is Christian Charity in the city of Leeds providing shelter and support and working with the homeless, the vulnerable and those suffering from addiction. Our aim is to provide a safe environment with physical, emotional and religious support for those who suffered abuse, suffer from addiction or who are homeless.

### **About Our Employees:**

The twin objectives of St George's Crypt are to pursue the promotion of Christian evangelism and relieve hardship among disadvantaged people. Therefore, it is key for the employees of the Crypt to be pursuing this throughout the whole of their job role and in their personal life. This will usually be evidenced by current involvement in the life of a Christian community.

### **Job Purpose:**

To be part of a team offering a welcoming accessible environment for clients requiring the services that are provided at St George's Crypt.

To be part of a team facilitating a 24 hour 7 day a week delivery of services.

To seek to offer privacy, respect, choice and independence, encouraging clients to take responsibility for themselves and others.

### **Key Job Role Responsibilities and Main Tasks:**

- **Support Role**
  - Develop relationships with service users.
  - Use tools available, such as the needs assessment to access the immediate and future support for individuals.
  - Sign-post to services outside of the Charity where appropriate and clearly document any outcomes or referrals.
  - Ensure a clean, safe and welcoming atmosphere – offering hospitality in a warm and friendly manner.
  - Maintain a safe and appropriate service by adhering to policies and procedures of the Charity.
  - Provide cover for any staff as necessary and as directed by the Team Leader.
- **Administrative Duties and Record-Keeping**
  - Draw up verbal and written reports for presentation within and outside the Charity as appropriate and directed. Ensure all resident and volunteer records are maintained appropriately.

- **Relationship Building and Communication**

- Liaise as appropriate with the Benefit Agency, Local Authority, medical services, other agencies, visitors, volunteers and supporters of the Charity in order to realise appropriate outcomes for the individuals.
- Attend staff meetings as appropriate and as directed.

**Safeguarding Responsibilities:**

- Enforcing the company's safeguarding policy.
- Being alert to and recognising welfare issues, being sure to challenge poor practice.
- Sharing appropriate information with relevant people.
- Continually working with the families of residents and service users, sharing information and contributing to plans if a concern is investigated.
- Ensuring that all staff having contact with children, vulnerable adults and/or their families have received appropriate training on safeguarding issues.
- To Understand and implement working practices set by the Safeguarding Adults and Children Board.
- To understand and implement working standards set by the domestic violence and abuse quality mark documentation.

**Charity Wide Responsibilities:**

- Applying an attitude towards forgiveness and justice informed by biblical and Christian theological principles in dealing with all staff, volunteers, and clients.
- Participate in the daily prayer life of the Charity.
- Recognising the holistic needs of all service users and in accordance with the Trust Deed and affirm the spiritual needs of clients in their situations and either respond directly or refer as appropriate.
- As an expression of their Christian faith and commitment, it is hoped that all our employees are willing to be involved in the activities of the churches and organizations that support the work.
- To understand and implement working practices set by the Safeguarding Adults and Children Board.
- To understand and implement working standards set by the domestic violence and abuse quality mark documentation.
- Due to the nature of the role and the workplace, the post holder must be over 18 years of age.
- Attend training courses and conferences in order to maintain personal development as agreed with Line Manager.

The tasks and responsibilities listed above are not exhaustive and maybe amended according to the needs of the Charity. Employees are expected to work flexibly in responding to external and internal initiatives to support the needs of the Charity.

**Person Specification:****Essential Charity Wide:**

- DBS Cleared
- Safeguarding training
- Flexible attitude towards working arrangements
- Professional attitude and approach

**Essential Job Role Specific:**

- Empathy.
- Excellent people skills.
- Ability to deal with difficult situations.
- Flexible towards working arrangements.
- Caring personality.
- Confidential at all times.
- DBS cleared.

**Desirable:**

- Any experience of working with people in a paid or voluntary capacity, especially in a similar environment would be useful
- Experience working with a team and demonstrating a commitment to working with and assist disadvantaged people including victims of addiction would be an advantage
- Experience in working in the third sector is an advantage
- Experience in working for a care provider is an advantage
- Coaching skills