



Department
for Work &
Pensions

**KICKSTART
SCHEME**

TLA **TURNING
LIVES
AROUND**

Job Title: Support Assistant – Turning Lives Around

Salary: National Minimum Wage

Hours: 25 hours per week Working pattern and contracted hours (including any shift patterns)
Monday – Friday – start finish times to be agreed, e.g., 8.30am-2pm with 30-minute unpaid lunch break

Location: Sustain Wakefield

CANDIDATES MUST BE ELIGIBLE FOR THE KICKSTART SCHEME, PLEASE TALK TO YOUR DWP WORK COACH

Responsibilities

- Assist Service Users to support them with practical tasks and to achieve support plan goals.
- Contribute to the review of support plans by keeping support workers updated with relevant information.
- Carry out support work tasks as directed by individual support workers and communicate effectively.
- Respond to all Service User queries and requests.
- Complete joint support visits with Support Workers.
- Assist staff to organise service user events and encourage participation.
- Develop and maintain positive professional relationships with Service Users
- Complete administrative tasks associated with the job role (sign-up packs, shredding, office duties).
- Maintain relevant written/electronic confidential records in line with Data Protection Legislation and TLA's policies and procedures.
- Work always as part of a team; this includes working with other staff, attending team meetings, and developing a teamwork approach to all aspects of the organisation's work.
- Promote client empowerment, peer mentoring, activities and in-house support services.
- Relationships with relevant individuals, agencies, and community resources to promote Sustain.
- Operate within the aims, policies, and practices of the organisation; and,
- To be committed to and promoting the organisation's equal opportunities and anti-discriminatory policies.

Essential Skills, Experience, and Qualifications

- Good written and verbal communication skills incorporating the ability to communicate with people;
- Ability to use a computer, particularly Word and Outlook and a willingness to learn other systems;
- Experience in dealing with clients either face to face, phone or on email;
- Be responsible for your learning and development; and,
- Where appropriate and undertake training, both mandatory and optional, to increase knowledge, skills, and awareness.

This is a Kickstart position for 6 months duration and is not a guaranteed full-time job.

Eligibility criteria will apply. You will receive job training and additional support from Leeds City Council Employer and Skills officer. If you are interested in this position, you can contact your work coach to apply or visit our website www.turninglivesaround.co.uk to download application form alternatively, call 0113 276 0616 or email jobs@turninglivesaround.co.uk