Job Description - Vineyard Compassion  
Compassion Support Worker

**Role:** Compassion Support Worker

**Organisation:** Vineyard Compassion

**Location:** Vineyard Compassion office (10 Hillmans Way, Ballycastle Road, Coleraine, BT52 2ED)

**Line Manager:** Compassion Support Coordinator

**Hours of Work:** 40 hours per week

**Salary:** £20,000 per annum

**Pension**: A pension is offered with this role

**Holiday allowance:** 31 days per year including bank holidays (pro-rata)

**Length of employment:** 1 Year Fixed Term Contract

**Final application date:** Wednesday 4th March at 4pm

**Interview dates:** On/after Thursday 12th March, including week commencing Monday 16th March

**Likely start date**: ASAP

# About Vineyard Compassion

Vineyard Compassion provides people with practical and emotional support at their point of need while empowering them to tackle the underlying root causes of poverty through a range of innovative projects. As we move towards creating a transformed and thriving community, we want to remain inwardly strong as well as outwardly focussed.

Vineyard Compassion, a charity birthed out of Causeway Coast Vineyard Church with a Christian ethos and values, is first and foremost a volunteer organisation with (paid) staff coordinating the projects and releasing volunteers to work effectively within them. When a decision is made to appoint a paid staff member, each staff member will be expected to gather a volunteer team to multiply the hours they work.

As a volunteer led organisation, Vineyard Compassion is committed to mobilising a team of volunteers led by staff to provide practical help and emotional support to vulnerable individuals and families, who can be experiencing a range of complex needs. The aim is to improve life chances and opportunities leading to complete recovery and wholeness. Vineyard Compassion works as a single agency and alongside other agencies in delivering services to the community. For more information, please visit our website [www.vineyardcompassion.co.uk](http://www.vineyardcompassion.co.uk).

# Role Summary

The Support Worker will be a committed Christian following Jesus Christ in daily life and must be committed to Causeway Coast Vineyard (CCV) church. The Support Worker will provide services to support the emotional, mental and social wellbeing of clients experiencing difficulties, that are further impacted by issues of poverty.

They will support the development of Compassion Support and increase its effectiveness in service delivery. They will work closely with and report to the Compassion Support Coordinator under the direction of the Compassion Support & Safeguarding Lead. The Support Worker will carry shared responsibility for Compassion Support, including the Open Door drop-in environment and the support services of the RESET (Social Supermarket) project. This person will work with others in one to one and group work settings, both at a client level and also at a volunteer supervisory level, providing support, structure and development to volunteers. The Support Worker will liaise closely with other agencies in the statutory, voluntary and community sector with a multi-agency approach to the project.

## Key Oversight Areas

In your Key Oversight Areas you are the lead-partner.

1. **Drop-in community café environment**
2. **Mentoring & Befriending Team**
3. **Social Supermarket Support services**

Together with the Compassion Support & Safeguarding Lead:

1. **Compassion Support (Initial Needs Assessment & VC Assessment model)**
2. **Safeguarding (children & vulnerable adults)**
3. **Training (relating to client interaction)**

**As the Compassion Support Worker your duties will include:**

**Initiation and Development**

* To undertake Initial Needs Assessments of clients, implementing this process across all projects.
* Utilise the Vineyard Compassion assessment model and review of client needs and the formulation of individual action plans to support individuals experiencing a range of complex emotional and practical difficulties.
* To implement appropriate safeguards for the organisation, staff, volunteers and clients.
* To help in the co-ordination and development of the community café drop-in with the delivery of a client initial needs assessment through the values previously outlined.

**Management and Training of Volunteers**

* To train and develop volunteers to deliver client support according to identified needs.
* To identify volunteer strengths and seek to maximise these for service delivery.
* To provide ongoing support and guidance for volunteers through training and supervision.

**Intervention / Implementation**

* To take a person-centred approach in our support to clients
* To assess risk and promote the health and welfare of the client and their significant others in line with best safeguarding practice, ensuring compliance with legislation, duty of care and appropriate actions taken.
* To apply relevant legislative, theoretical knowledge to each individual and use appropriate methods of intervention: e.g. Motivational Interviewing, Crisis Intervention, Task Centred - to work with the underlying issues not just the presenting situation and to empower clients in their pathway to health and wholeness.
* Using the VC Assessment model in partnership with the client; assess, identify and plan appropriate support to best meet their needs to promote growth and positive change.
* To understand client life experiences and life choices, and provide emotional support to empower and motivate change, growth and opportunity.
* To advocate as necessary for clients.
* To manage and prioritise client caseload.
* To understand and work within the relevant national, and organisational policies and procedures.
* To review service development, volunteer capacity/duties and respond appropriately to maximise effectiveness to meet changing needs.

**Networking** / **Liaising with other service providers**

* To promote and develop effective working relationships with external agencies in the community.
* To develop a multi-agency approach to the project.
* To liaise with other statutory, voluntary and community sector agencies as appropriate to maximise service provision for the client concerned.
* To signpost and refer as deemed appropriate to necessary agencies.
* To increase service uptake within and across Vineyard Compassion

**Pastoral Responsibilities**

* Uphold and display our pastoral share model amongst all individuals around CCV and Vineyard Compassion
* Pray with and lead others into a personal relationship with Jesus
* Signpost others to appropriate pastoral / spiritual help within the church
* Positively promote the Christian faith in line with the objectives of Vineyard Compassion and Causeway Coast Vineyard
* Lead Prayer Meetings and a Small Group within Causeway Coast Vineyard
* Promote the work within Causeway Coast Vineyard (of which the successful candidate will attend – as an existing member or will be prepared to join, as many clients attend CCV and of which Vineyard Compassion is a department), encouraging volunteers to become involved in the many aspects of the work (Support Team, Prayer Team, financial support, etc)

**General duties**

* Ensure accurate and timely production of information required for the Line Manager.
* Maintain and develop collaborative team-working.
* This job description is a broad picture of the post at the date of preparation. It is intended to convey information essential to understanding the scope of the job and the general nature and level of work performed by job holders within this job. It is not an exhaustive list of qualifications, skills, efforts, duties, responsibilities or working conditions associated with the position and it is recognised that jobs change and evolve over time. Consequently, the post-holder will be required to carry out any other duties to the equivalent level that are necessary to fulfil the purpose of the job.

**Personnel specification**

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|  | **Essential** | **Desirable** |
| **Qualifications** | Current full driving licence. Access to a car on appointment. *(This criteria will be waived in the case of applicants whose disability prohibits driving but who have access to a form of approved transport which will permit them to carry out the duties of this post.)* | A recognised Professional Qualification in one of the health and social care disciplines, e.g. Social Work, Community Psychiatric Nursing/CPN, Occupational Therapy/OT, etc  A relevant qualification in addictions and/or mental health |
| **Experience** | 1 years case work experience of working with adults who are vulnerable particularly within a poverty/disadvantaged context.  Experience of working with people in crisis / challenging situations and experience of addressing / managing these issues | Current experience of 3 years of working with adults who are vulnerable particularly within a poverty/disadvantaged context  2 years experience in a team leader/project management/lead role  Experience of managing/training volunteers and providing supervision  Experience of motivational work with one to one/group work |
| **Skills** | Knowledge of a range of social issues (poverty) and how these impact the individual, relationships, family, community and how to support, empower individuals (.e.g. substance misuse/addiction issues, mental and emotional health issues, criminality, etc)  An understanding of crises and challenging situations and how to address these issues.  Understanding of risk and how to implement appropriate safeguards in working with vulnerable people and significant others.  Reflective practitioner, valuing continuous learning and development and ability to support this in others.  Planning and organisational skills.  Ability to communicate sensitively and effectively with clients (children/adults) and put them at ease  An ability to communicate, liaise and network with professionals across the statutory and voluntary sectors.  Understanding of systems/process/outcomes and how to maintain, develop and implement them.  Empathic, patient and good listening skills.  Ability to stay calm under pressure.  Ability to use own initiative, work individually and as part of a team with staff and volunteers.  Ability to lead groups, supervise and deliver services through volunteers.  Ability to motivate individuals to bring about change  Good IT and admin skills (competent in MS Office etc) | Knowledge of current legislation and policy relating to supporting vulnerable people and safe service delivery, e.g. Data Protection, Information Sharing, assessing and managing risk.  Experience of undertaking a needs assessment, design and delivery of person-centred interventions  Motivational/motivating skills. |
| **Personal / character** | Commitment to the statement of faith of Vineyard Churches UK and Ireland  Enjoys a dynamic and changing environment  Willingness and ability to communicate your own story of your faith journey  Life-long learner, eager to improve your skills and strengths; personally, and in your role  Responsive to correction and direction  The successful applicant will work within the framework of a collegiate leadership structure and therefore show a high degree of relational and emotional intelligence |  |
| **Special Circumstances** | A flexible approach to working hours (including evenings when required & emergency situations), and the range of duties this role can involve. |  |

**Additional Information**

For this role, we hire for character, competence and chemistry and culture:

**Character** – You must love Jesus, love the church and be committed to our mission here at Vineyard Compassion & Causeway Coast Vineyard church

**Competence** – You must be an outstanding person with a high level of gifting and ability

**Chemistry** – You must be a relational fit with our team, particularly those you will be working closely with

**Culture** – You must be someone who will engage with, embrace and impart the culture of Causeway Coast Vineyard church & Vineyard Compassion

Application Forms can be requested from our office or downloaded from our website at www.vineyardcompassion.co.uk

**Please return completed forms by** **Wednesday 4th March at 4pm:**

**Email:** david.mccracken@vineyardcompassion.co.uk

**Post:** David McCracken, Vineyard Compassion, 10 Hillmans Way, Ballycastle Road, Coleraine, BT52 2ED

\* Applicants please note: Shortlisting will be carried out on the basis of the essential criteria set out above, using the information given on the application form. You should therefore address the requirements when completing the application form, as failure to do so may result in you not being shortlisted. The selection criteria may be enhanced at the shortlisting stage if a high volume of candidates meet the current essential criteria. Appointments are subject to verification of appropriate qualifications and vetting clearance.