

# Talbot House

supporting families of people with learning disabilities



1 High Peak Street, Newton Heath, Manchester, M40 3AT Tel: 0161 203 4095 [admin@talbot-house.org.uk](mailto:admin@talbot-house.org.uk)

Talbot House is a Registered Charity: Registered Charity no: 1132741 Talbot House is a company limited by guarantee. Limited company number: 7032063

## Support Worker Job Description

|  |   |   |
|--|---|---|
| <b>Job Title:</b><br>Support Worker                  | <b>Perm/Contract:</b><br>12 months contract                   | <b>Reports to:</b><br>General Manager       |
| <b>Based at:</b><br>Talbot House /<br>Work from home | <b>Hours:</b><br>27.5 hours per week<br>Monday–Friday 9am-3pm | <b>Salary:</b><br>£15,023 / £10.51 per hour |

## About Us

---

At Talbot House we provide vital support services for parents and unpaid carers of people with severe learning disabilities and complex needs who live in the Manchester area, delivered from our building in Newton Heath. We operate a user-led one-stop-shop service that has supported parents and carers of all age ranges and ethnic backgrounds for over 40 years (founded 1976). Our motto is “We begin, middle and end it” as Talbot House is there for parents and carers every step of the way. Our goal is to provide essential support and be an advocate for our carers in getting the correct benefits, finding care services, help with form filling/letter writing, training for carers, along with the mental health and wellbeing support that many carers of learning disabled people desperately need.

## About the Role

---

We are looking to recruit a dedicated and passionate person to join our expanded Children’s Service support team.

The Support Worker is responsible for providing emotional and practical support to parent carers. This is a wide-ranging role including caseload management, liaison with statutory and voluntary organisations and the provision of advice, guidance and advocacy services. The post requires a completer-finisher who is a strong team player with excellent interpersonal skills and an understanding of the issues facing parent carers of people with learning disabilities.

The role will be responsible for organising and managing events and activities for Parent Carers and their families to enjoy some respite from their daily routine with the aim to help improve mental health and wellbeing. This also include arranging educational and information group sessions/workshops.

The outcomes we look to achieve in this role are;

- Help the young family/carer come to terms with their new way of life.
- Improve the wellbeing and mental health of the carers.
- Ensure that the learning disabled child gets the best start to life.

## Main Duties

---

- Provide emotional and practical support to parent carers of children with learning disabilities.
- Support parent carers at Talbot House, whilst working from home, and at external appointments as required (when appropriate/safe after the COVID-19 pandemic).
- Build productive working relationships with staff, volunteers and external organisations.
- Arrange and organise events/activities for families to improve their wellbeing.
- Facilitate workshops and group work.
- Motivate and support parents to build self-esteem and identify/develop the necessary resources/capacity for long-term independence.
- Keep accurate records and ensure database is kept up to date, along with other IT systems.
- Write professional reports for a variety of agencies.
- Assist in the monitoring and evaluation of work at the centre.
- Understand and promote issues relating to disability and caring.
- Support individuals within a group setting or in a one-to-one situation.
- General support to visitors.
- Assist with the supervision of volunteers.
- Attend and contribute towards staff meetings and participate fully in the development of the service.
- Participate fully in staff supervision and development.
- Research and utilise other support services beneficial to service users.
- To publicise the Talbot House services and raise awareness.
- Support and take part in carer activities and events undertaken by Talbot House to promote carer wellbeing.
- To undertake any other duties reasonably requested by the Manager.

## Confidentiality & Management of Information

---

The post holder will deal with a range of personal and confidential information, so it is vital that confidentiality of information is maintained at all times whether written or given verbally.

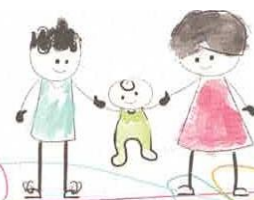
The post holder will ensure that electronic and paper files are maintained in keeping with Talbot House policies and procedures.

## Funding and Contract

---

This job vacancy is based on an initial 12 month contract and is reviewed every year based on our funding availability.

**Closing date for application = Midnight 10/09/2021**



## Person Specification

|   | Essential   | Desirable  | Method of Assessment         |
|---|---|--|------------------------------|
| <b>Education/ qualifications Training</b> | None  | <ul style="list-style-type: none"> <li>Evidence of previous relevant training.</li> <li>Safeguarding Training.</li> <li>Advocacy or advice training.</li> </ul>  | Application form             |
| <b>Knowledge and Experience</b>           | <ul style="list-style-type: none"> <li>Providing advice and guidance to people.</li> <li>Evidence of sensitive interpersonal skills.</li> <li>Evidence of report writing and caseload management.</li> <li>Broad understanding of learning disabilities and learning disability services.</li> <li>Knowledge and understanding of diversity and equality issues.</li> </ul>     | <ul style="list-style-type: none"> <li>Working knowledge of welfare benefits.</li> <li>Experience of supporting parent carers.</li> <li>Previous experience in a similar role.</li> <li>Lived experience of caring.</li> <li>Experience running events and activities</li> </ul> | Interview & application form |
| <b>Skills and aptitude</b>                | <ul style="list-style-type: none"> <li>Effective IT skills using databases, Word, Excel etc.</li> <li>Evidence of strong organisational skills.</li> <li>Ability to manage own time and workload.</li> <li>Excellent verbal and written communication skills.</li> <li>Willingness to undertake training appropriate to the role.</li> <li>Ability to work flexibly.</li> </ul> | <ul style="list-style-type: none"> <li>Good knowledge and experience using social media platforms.</li> <li>Good presentation skills to promote service.</li> </ul>  | Interview & application form |
| <b>Personality</b>                        | <ul style="list-style-type: none"> <li>Ability to demonstrate patience tact and empathy</li> <li>Ability to work with a broad range of people.</li> <li>Open, Honest and trustworthy.</li> </ul>  | <ul style="list-style-type: none"> <li>Positive thinker with can-do attitude.</li> </ul>   | Interview & application form |

