



Job Description

Service	Alpha
Job Title	Support Worker (Full-time)
Reports to	Service Manager
Base	Camberley (post is mobile across the Surrey region)
Salary	£21,000-£24,000
Organisation	Alpha is a community enterprise business which is owned by Catalyst.
Project	Alpha provides a range of services with Surrey and Hampshire. We provide extreme cleans often where there may be drug paraphernalia and human/animal waste. We also work with hoarding cases where good levels of motivational and communication skills are required, Alpha also provides weekly outreach support to “complex” clients, this may well be practical (cleaning) support but often encompasses support with tenancies, managing finances, health and social inclusion.
Purpose of Job	To take responsibility for all aspects of delivering our service both on extreme cleans and 1 to 1 support provision for our clients.

Key Activities:

- To provide support/work to Alpha when undertaking extreme cleans.
- To provide 1 to 1 support to Alpha's clients (as directed).
- To work with a range of professionals in ensuring clients' needs are met.
- To support clients in identifying their needs and goals and to facilitate the development of personal support with clients.
- Ensure records are maintained both electronically and on paper where appropriate.
- To accept responsibility for their own personal safety and to encourage the clients to adopt safe practices both for themselves and others with whom they associate.
- To attend staff meetings, appraisal, supervision and training events as required.
- To work within Catalyst's policies and procedures at all times, paying particular attention to Information Governance, confidentiality and health and safety.
- To embrace anti-discriminatory practice in all aspects of this role.
- To carry out any other duties that are reasonably required by Catalyst.

General terms of reference:

In carrying out the above duties the post holder will:

- Work flexibly across operational sites as required. The post is full time for 35 hours a week. Some weekend or evening work may be required.
- Seek to improve personal performance, outcomes, contribution, knowledge and skills.
- Participate in team meetings, appraisal, workforce development and supervision processes.
- Keep abreast of developments in services, legislation and practice where appropriate.
- Contribute to maintaining safe systems of work and a safe environment.
- Represent Catalyst at external agencies and support the values, workings and ethics of the Catalyst approach to client work.
- A full UK driving licence is required with regular access to a vehicle. (Business insurance a necessity.)
- Undertake other duties appropriate to the grade of the post.
- Catalyst operates a no-smoking policy on all premises which also prohibits the smoking of e-cigarettes

www.alphaextreme.co.uk info@alphaextreme.co.uk

Main Office: 181a London Road, Camberley, Surrey GU15 3JS

01276 66138 (Office) 07876 715250 (Gary Ochoa: Managing Director) 07917 434609 (Caroline Brooker: Service Manager)

Alpha Extreme Services Ltd. Company No: 07563107. Subsidiary of Catalyst Charity No: 1075892. Registered Office: 14 Jenner Road, Guildford Surrey GU1 3PL

Equal Opportunities Statement

We acknowledge the unique contribution that all Catalyst employees and clients can bring to our organisation in terms of their culture, race, gender, sexual orientation, gender reassignment, marital status, nationality, age, religion or belief and any physical disability or history of mental health or additional problems.

All appointments and promotions are based on merit and no job applicant or employee will be treated unfairly or discriminated against. All staff have equal access to staff development.

Any member of staff who breaches this policy may be subject of grievance and/or disciplinary procedures.

This post is subject to the Disclosure and Barring Service (DBS) check at an enhanced level. Please note past drug and/or alcohol or criminality history will not necessarily discount you from undertaking this role.

Amendments: This job description accurately reflects the present position; it may be amended and reviewed. Any change will be made following a period of consultation.

Person Specification

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Person Specification

	Essential	Desired
Qualifications and experience		
A diploma or degree in an appropriate subject i.e. counselling, psychology, social work, probation, mental health, Health and Social Care (level 2) NVQ's level 2+ or DANOS level 3 and/or a minimum of 2 years community experience of drug, alcohol, mental health work	✓	
Registration		
If holding a professional qualification, to maintain up-to-date professional registration i.e. BACP, HCP, BPS (or recognised equivalent)		✓
General		
A full driving licence and insurance for business use.	✓	
Ability to work flexibly across operational hours and evenings and weekends, where required	✓	
To travel to and from a number of different locations on a daily basis.	✓	
Knowledge and skills		
An understanding and ability to work to the confidentiality, consent, information sharing and safeguarding policies of the integrated service.	✓	
Good communication and written skills and a commitment to accurate and confidential record keeping	✓	
Ability to interact effectively with the client group, colleagues and other professionals whilst retaining clear boundaries.	✓	
Able to break down stigma and barriers associated with working with the client group.	✓	
Demonstrate an understanding of the issues and needs of the client group.	✓	
Knowledge and understanding of community working, lone working, and ability to maintain safety whilst working in the community.	✓	
Ability to work to all the policies, procedures and standards of the Service and joint working arrangements with key partners.	✓	
A good understanding of personal limitations, ability to identify when to seek advice and support, and deal with issues which may provoke strong emotions in an objective and professional manner (i.e. child protection).	✓	

Person Specification

Ability to manage any challenging behaviour, anger and verbal aggression from clients.	✓	
Information Technology		
Manual dexterity to use computer keyboard and mouse.	✓	
Proficient in Microsoft Word, use of email (Outlook) and basic Excel skills.	✓	
Ability to enter data onto a database as required by the Service and Commissioners.	✓	

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