

## JOB DESCRIPTION

<b>Post Title:</b>	Support Officer	<b>Service / Section:</b>	Social Care & Education Vulnerable People service
<b>Location:</b>	Office base is Coed Pella but will work from community locations	<b>Responsible to:</b>	Deborah Doig Evans Tesni/Lisa M Jones
<b>Grade:</b>	National Living Wage		

### Job Purpose:

To support the Hadau Newid Creative Recovery programme, designed to assist people to manage their mental health and wellbeing through structured support, via a range of activities across the week. This includes sessions such as arts and crafts, outdoor pursuits, fishing, bushcraft and singing. The job purpose is to support the Coordinator to ensure that the daily programme runs smoothly, engaging with participants, support in delivery of the sessions if required and relevant administrative tasks.

### Duties and Responsibilities - Job Specific

1.	To attend relevant timetabled programme of events across the week and engage with the service users who are in attendance.
2.	To engage with the Hadau Newid Coordinator and/or tutors in the delivery of sessions, e.g. encouraging and supporting service users to complete the activity, such as art and craft sessions.
3.	Working with service users to support them volunteer in to the programme by developing and running their own sessions.
4.	To provide administrative support to the programme, e.g. typing and printing the timetable.
5.	To update attendance at sessions for each service user on the record system.
6.	To be flexible and willing to support the Coordinator and other staff with tasks to enable the smooth running of the programme, as required.

### Duties and Responsibilities – All Employees

1.	Build good relationships inside and outside the organisation and provide excellent customer service.
2.	Follow the Authority's Policies and Procedures.

3.	Support the Authority's commitment to Diversity, Equity and Inclusion, ensuring a respectful and supportive work environment.
4.	Undertake other reasonable tasks or duties as requested by your Line Manager.

## PERSON SPECIFICATION

**Please Note:** In order to be shortlisted for this post you **must** demonstrate that you meet **all** the criteria ranked as E - Essential unless it states in the "How Identified" column that it will only be tested at Interview, via a Test or Presentation. Please ensure you tell us in your application how you also meet any Desirable criteria.

Requirements	How Identified	Essential	Desirable
<b>Qualifications and Experience</b>			
Good general standard of literacy and numeracy.	Application Form	E	
No formal qualifications required, however, a keen interest in your placement choice/s is important.	Application Form Interview	E	
<b>Knowledge and Skills</b>			
Able to follow instructions and ask for help when needed.	Application Form Interview	E	
Good communication and listening skills.	Application Form Interview	E	
Understanding of the importance of confidentiality.	Application Form Interview		D
Ability to work with team members and interact with the public in a friendly and courteous manner.	Application Form Interview	E	
Ability to confidently use IT e.g. Outlook, Microsoft Excel, Word.	Application Form Interview	E	
The ability to communicate in English is essential.	Application form Interview	E	
The ability to communicate in Welsh at level 1 for speaking / writing / reading is essential / desirable. <a href="#">Please click here for level guidance.</a>	Application form Interview Test at interview	E	
<b>Personal Qualities</b>			
Positive attitude and open to feedback.	Application Form Interview	E	

Punctual and reliable.	Application Form Interview	E	
Willingness to learn and try new tasks.	Application Form Interview	E	
<b>Other Requirements</b>			
Willing to complete any necessary training.	Application Form Interview	E	
Flexible and able to work in line with the teams work needs.	Application Form Interview	E	
<b>For Trainee Boat Operative position</b> Able to swim unaided and be physically fit enough to pass a ML5 medical and work afloat outdoors. <i>(An ML5 is a domestic medical certificate that seafarers or fishermen need to get to certify they are medically fit to work safely at sea)</i>	Application Form Interview	E	

### **Review Date/Right to Vary**

This Job Description and Person Specification is not intended to be an exhaustive list of duties. The Authority reserves the right, after appropriate consultation with you, to vary your duties and responsibilities within the parameters of your placement.

**Version Control Date:** .....