

## Role Description:

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### Key Dimensions of the Role

<b>Role:</b>	Drop-in Support Worker (Maternity)
<b>Reporting to:</b>	Senior Frontline Worker
<b>Salary:</b>	£34,164 pro rata (actual £27,331)
<b>Purpose of the Job:</b>	<p>To work with other members of the MASH team to achieve the following outcomes:</p> <ul style="list-style-type: none"> <li>• To improve women's health</li> <li>• To improve women's wellbeing</li> <li>• To increase women's safety</li> <li>• To enable women to identify and achieve their goals</li> <li>• Women who sex work are heard, understood and experience less stigma</li> <li>• Other agencies and policymakers understand the needs of women who sex work and are more effective at supporting them</li> </ul> <p>Using a gender and trauma-informed approach, the Drop-in Support Worker will manage our city centre Drop-in Centre and support the women who attend. This will involve managing volunteers, providing support and advice to women, and delivering a range of activities.</p>
<b>Hours:</b>	28 hours per week including working until 6pm 4 days per week
<b>Contract:</b>	Fixed term for 1 year
<b>Annual leave entitlement:</b>	25 days plus 1 day for each year of service up to 5 additional days plus bank holidays (pro rata)
<b>Location:</b>	MASH, 94 -96 Fairfield Street, Manchester, M1 2WR
<b>Closing date:</b>	Midnight on Sunday 17 <sup>th</sup> May
<b>Interview:</b>	Interviews will be held on Thursday 21 <sup>st</sup> May
<b>Start date:</b>	1 <sup>st</sup> July
<b>Additional info:</b>	It is an occupational requirement under the Equality Act 2010 (Schedule 9, part 1) for this post to be filled only by a woman.



## **Key accountabilities of the role**

### **Engagement and Support**

- To build relationships with service users, through the MASH Centre and in partnership with other team members and partner agencies
- To ensure that the needs of service users are clearly identified and assessed
- To ensure service users have access to basic level advice and support, by providing it directly and by overseeing its provision by volunteers
- To refer service users to MASH caseworkers and nurse
- To refer service users to external agencies as appropriate

### **Programme of activities**

- To work with the Volunteer Coordinator to develop volunteer roles and skills to enable them to deliver and support activities
- To be the first point of contact for sessional workers

### **Drop in Delivery**

- To lead drop in sessions and provide support to volunteers and students on the session
- To take responsibility for the drop in environment including the availability of up to date information
- To be responsible for the provision of food and drink at the drop in, including compliance with hygiene and health and safety requirements
- To be responsible for the purchase and stock control of food and other resources

### **User Involvement**

- To actively promote the involvement of service users in the planning and delivery of services
- To work with the Service User Involvement worker to ensure that Service Users voices are heard and responded to
- To develop opportunities for service users to be involved in delivering services and activities.

### **Monitoring and Evaluation**

- To maintain appropriate records and monitoring systems
- To contribute to evaluation and research as required
- To provide or contribute to reports as required

### **Organisation/team-wide responsibilities**

- Contribute to the delivery of MASH's aims and objectives, to achieve our vision and strategic mission



- Support the team to achieve our aims by working collaboratively and through a consistent, proactive demonstration of MASH's values and behaviours
- Support the development and implementation of MASH's diversity, equity and inclusion DEI work plan, as relevant
- Attend monthly supervisions, annual performance reviews and team meetings
- Attend meetings or training events, either internal or external, as required by MASH
- Work in-line with the MASH policies, procedures and systems at all times
- A willingness to occasionally work outside of normal office hours as and when required
- Develop and maintain a broad knowledge regarding sex work, locally and nationally and keep abreast of issues facing women involved in sex work such as; domestic violence, substance misuse, mental health, homelessness, begging, modern slavery and the criminal justice system

The details contained in this role description reflect the content of the role at the date it was prepared. It may be possible that the duties of role will change, existing duties may no longer be required and other duties may be introduced without changing the overall nature of the role or the level of responsibility entailed. Any changes to the role description will be in consultation with the post holder.



## Person specification

### Essential:

- A minimum of 3 years' experience (or equivalent) in a social care or related setting with face to face service user contact
- A minimum of 3 years' experience (or equivalent) of working with service users, conducting assessments and managing risk.
- Knowledge of the statutory framework for safeguarding children and adults
- Knowledge and understanding of GDPR practice in services and data collection
- Experience of liaising with a broad range of individuals and organisations and establishing and maintaining professional working relationships
- Experience of working on your own initiative within the financial and policy constraints of either a voluntary or statutory organisation
- The ability to assist with service development, communicate innovative ideas and to be able to take ideas forward as part of a team to assist with creating improved or new services
- The ability to communicate at all levels in a sensitive and diplomatic manner
- Computer competent and able to use a variety of software programmes such as word, excel and power point, email and internet etc.
- The ability to manage your workload in an organised manner, carry out day to day activities and duties whilst meeting and demonstrating agreed targets
- The ability to work in an environment that may include the disclosure of highly emotive material or where there may be distressed behaviour displayed.
- Flexible and adaptable approach to work
- Ability and willingness to participate in training activities
- An understanding of and commitment to service user involvement
- A commitment to diversity, inclusion and anti-oppressive practice
- An understanding of the importance of working within policies and procedures
- A commitment to MASH's vision and way of working

### Desirable:

- Relevant degree / professional qualification, for example: Social Work,
- Experience of working with and/or supervising volunteers
- A good understanding of harm reduction, drug intervention and treatment, sexual health and HIV prevention
- Hold a full driving licence and access to use of a vehicle



- Experience of working with people who sex work
- Experience of working with people who have multiple unmet needs

**The post is subject to DBS checks, suitable references, and completion of a 6-month probation period.**