**ROLE PROFILE**

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| **Role Title** | Trainee |
| **Directorate** | Operations |
| **Salary** | £21,548 |
| **Responsible to** | Senior Practitioner / Lead Manager |
| **Placement Locations** | Across London Boroughs of Brent, Croydon, Greenwich, Lambeth **(We cannot guarantee where your placements will be).** |

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| **Background**  The Trainee role is an **entry level role** which will give the post holder training and practical work experience opportunities to develop the level of skill desired to progress to an Assistant Support Worker post.  The Trainee will have two 6-month placements providing direct support to service users working with the individual project teams. The level of support will vary depending upon individual ability, stage of Traineeship and the functions of the project teams hosting the placement.  A key element of the Trainee’s role will be to take on a small case load of service users as part of their development. The caseload will vary depending upon the particular project, but will be specifically allocated on the basis of enabling learning and achievement in the areas of the Trainee core competencies. The service users will be allocated by the Trainee’s line manager and will take into account the developing capabilities and capacities of the individual Trainee, alongside the clients’ needs and risk assessment. |
| **Role Purpose**  The Trainee is a member of a service delivery team, working alongside frontline staff taking on a small case load to work with people who use our services. |

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| **Responsibilities and Accountabilities** |
| 1. Spending time with service users, supporting on-going caseloads, identifying activities that will support them and facilitate their journey towards enablement and recovery. 2. Maintaining and support links made into community programmes and resources. 3. Ensuring that the required paperwork and monitoring is completed including the updating of case files and support plans to the standards set out by Thames Reach and the agreed requirements of the Service Commissioner. 4. Contributing to the provision of timely and accurate information, reports and analysis to Lead Manager or Senior Practitioner, as they may find necessary for the proper management of Thames Reach services. 5. Contributing to the regular review and continual improvement of the effectiveness of service delivery, involving service users and other stakeholders in this process. 6. Contributing to the successful implementation and completion of the tasks in the annual workplan. 7. Maintaining good working relationships with colleagues in other Thames Reach teams as appropriate as well as external teams/services and agencies. 8. Contributing to the meeting of the targets in the areas of Education, Training and Employment / move on of the service users, maximising service user involvement /and other Key Performance Indicators. 9. Undertaking various tasks which will assist in the delivery and continued development of the service, under guidance from their line manager and other staff members. These areas of work will enhance the Trainee’s professional development as well as add value to the service provision. 10. Contributing to Thames Reach achieving the highest standards and effectiveness in service delivery to service users.   No role profile can cover every issue which may arise within the post at various times and the post-holder is expected to carry out other duties from time to time, which are broadly consistent with those described. |
| The Trainee will comply with the standard responsibilities outlined for all service delivery roles within Thames Reach. There is also the requirement to adopt and comply with Thames Reach ethos and values, policies and procedures, and regulatory frameworks including Code of Conduct, Equality and Diversity, Health and Safety, Data Protection and use of IT resources, Regulatory Standards, Risks and internal controls, Complaints procedure, Human Resources policies and procedures, Financial procedures and controls.  Trainees will be expected to work occasional bank holidays, weekends and evenings as part of a shift work rota. |

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| **Knowledge, Skills and Experience** |
| 1. A strong commitment to providing a high standard of service to a range of vulnerable people. 2. Show empathy and commitment to the needs and aspirations of homeless and vulnerable people, and an understanding of the causes of homelessness. (This can be based either on your own personal experience, voluntary experience or demonstrable personal interest) 3. Have a good understanding of own motivation and a keen interest in working with people with complex needs, including alcohol and drug dependency and or mental health issues. 4. Understand the need to maintain professional boundaries with service users 5. A thoughtful approach to equal opportunities and diversity in service provision. 6. Demonstrate the ability to use own initiative, being resilient including taking responsibility for own learning and professional development 7. Ability to work as part of a team as well as take direction from a supervisor. 8. Ability to communicate effectively with a variety of people in different situations and as part of a team. 9. Good written and verbal communication skills with the potential to present information to a wide audience. 10. Good IT Skills, confident with Microsoft Office 11. Honesty, reliability and flexibility with a commitment and ability to sustain a 12-month placement. |