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POST: Group Support Worker

LOCATION: CFC Mother and Baby Supported accommodation unit, South Croydon

POSITION OVERVIEW:

The Group Work Support Worker is responsible for planning, delivering, and expanding the group work programme for residents, while also supporting individual residents to maintain their accommodation and participate in community activities. This role requires working closely with colleagues, external professionals, and residents to promote positive outcomes and ensure that all sessions and activities run smoothly and effectively. The Group Support Worker must maintain a high level of professionalism while working with residents facing a variety of challenges, including complex needs.

JOB DESCRIPTION:

ROLE SPECIFIC
<ul style="list-style-type: none">• Maintain and expand the current group work programme to increase the variety of sessions offered to residents.• Plan each group session ahead of time, ensuring that all required resources are organized and ready for facilitation on the day.• Ensure all group work sessions are structured with clear learning objectives and goals for participants.• Plan and coordinate off-site activities, such as day trips to local attractions, baby groups, and attending sessions hosted at external venues.• Actively promote resident involvement in group sessions, activities, and the broader community at all times.• Support clients in maintaining their accommodation, assisting with room checks and helping residents maintain a clean and safe living environment.• Provide practical assistance when needed, such as helping with cleaning, moving, or getting rooms ready for new residents.• Take the lead in organizing and delivering welcome bags, kitchen and bedding starter sets, Christmas gifts, Mother's Day gifts, birthday cards, and other donations (e.g., cots, toys).
RESIDENT SUPPORT
<ul style="list-style-type: none">• Assist the staff team as required with any one-to-one support work.
COMMUNICATION AND RECORD KEEPING/ADMIN
<ul style="list-style-type: none">• Keep accurate records of all group work activities, including attendance logs, session feedback, and any relevant observations.• Ensure accurate written records of all support work with residents are kept up to date, including attendance and feedback from group sessions.• After each group session, update session logs and feedback records, including photos.• Maintain and update notice boards with information on upcoming sessions, activities, and community resources.• Update the Supported Housing Manager on Group work details for monthly reports etc.

SAFEGUARDING

- To work in ways that don't compromise their own personal safety, with guidance from the Supported Housing Manager.
- Keep the Supported Housing Manager informed of any major safeguarding concerns, ensuring proper documentation and follow-up

RISK ASSESSMENTS/ HEALTH AND SAFETY/ BUILDING AND FACILITIES

- Ensure that all activities, both on-site and off-site, are conducted in a way that prioritizes the safety of residents and staff, following all health and safety protocols. Risk assessments to be completed.
- Communicate regularly with the Supported Housing Manager about safeguarding concerns, health and safety issues, or any matters requiring attention.
- Assist with room checks and follow-up room checks

MULTIAGENCY AND EXTERNAL RELATIONSHIPS

- Build and maintain positive working relationships with other team members, relevant professionals, and outside agencies to develop and expand the group support programme.
- Work with residents' families, ensuring effective communication and professional relationships.

OTHER

- To undertake appropriate training and be up to date with relevant regulations regarding supported housing, housing benefits and other issues pertinent to our residents.
- To prepare, contribute and be part of delivering presentations / activities to promote the work of the charity to a wide audience. (this may include some occasions out of hours).
- Such other duties as may be required.