



Acute Needs Worker

Salary £33,276 FTE, £11,692 Actual.

Hours 13 hours. We expect these to be worked over 2-3 days, by agreement.

27 days holiday, plus public holidays, pro rata

Period of contract 12 months, with potential of permanent subject to funding

Employer Oblong Ltd

Responsible to Oblong peer management team and Board of Trustees

Responsible for Delivery and development of the acute needs project.

Based at Woodhouse Community Centre, 197 Woodhouse Street, Leeds, LS6 2NY

WHAT MAKES US WHO WE ARE

Oblong is a Community Resource Centre based in Woodhouse, Leeds. We run voluntary projects that aim to build people's confidence and help them to achieve positive changes within their community. Oblong prides itself on being user led and strongly embedded in the local community. We run projects that build people's confidence and help them to achieve positive changes within their lives and within their community. Currently we run the Woodhouse Community Centre, a supported volunteering scheme and a mental wellbeing programme.

Our charitable aims and objectives are:

- to develop the capacity and skills of people living in socially and economically disadvantaged areas in such a way that they are better able to identify, and help meet, their needs and to create active, flourishing communities; and

- to run a community centre, primarily for the benefit of the Woodhouse, Little London, and Hyde Park areas.

Oblong operates a flat management structure, with staff peer-managing each other. We are committed to collective working, which means that staff operate on an equal footing in informing decision-making on operational and strategic matters.

JOB DESCRIPTION

Our acute needs worker will provide a trauma aware drop in service offering individual support to people with acute and/ or complex needs. This service, based at Woodhouse Community Centre, will aim to support and improve mental health and wellbeing by acknowledging and addressing the needs presented by centre users. This may range from housing problems and food poverty to abusive situations, either current or historical. The worker will deliver an accessible and non stigmatising service, empowering people to achieve a sense of agency in their lives. They will identify immediate support needs, work alongside people to co-create support plans, bridge the gap to other services and encourage the development of aspirations and interests to ensure the individual moves forward with improved resilience.

What does an Acute Needs Worker do?

The post will be responsible for the delivery of an acute needs drop in service at Woodhouse Community Centre. This will mean liaising with partners in the voluntary and health sectors to enable timely and comprehensive access to services for a range of issues. You will create strong links with the LCP you work in, to ensure the success of the project, including working with LCP partners to create pathways to and from your activity, and sharing learning with the wider Transformation work.

You will be in charge of developing an acute needs drop in service that is trauma aware. Your work will contribute to the stabilisation of people whose mental health and wellbeing is being compromised by social, emotional pressures. Your timely interventions will reassure people that they have been heard, their problems are manageable and their identity is wider than the challenges that they currently face.

Purpose

- To help stabilise people presenting at Woodhouse Community Centre in states of distress, so they feel calmer and more grounded
- To provide a reliable, friendly drop-in support service to people whose mental health is being negatively impacted by their situation
- To share tools and resources that support individuals mental health and wellbeing.
- To prevent individuals' mental health worsening due to pressures experienced by disadvantaged or underserved communities during the cost of living crisis or other periods of social upheaval.
- To increase individuals' sense of wellbeing by creating a sense of belonging and sense of effectiveness in their own lives.

Duties and responsibilities

- Deliver acute needs drop in service at Woodhouse Community Centre
- Provide strength-based, trauma aware support plans for individuals accessing the service.
- Develop resources to support the acute needs work
- Support and supervise volunteers to assist acute needs work as appropriate.
- Develop acute needs work as needs emerge alongside the mental health and wellbeing coordinator and development worker at Oblong.
- Network and liaise with relevant support organisations locally and nationally to ensure access to services is as efficient as it can be.
- Meet data collection and monitoring requirements in line with funders targets

PEER MANAGEMENT

What a Peer manager does:

A peer manager is jointly responsible with the other peer managers for the overall operational responsibilities needed at Oblong. You will be expected to perform HR responsibilities - appraising the other peer managers, acting as a liaison during periods of sickness etc. You will be expected to act as a representative from your operational area at one or multiple strategic collectives meetings within Oblong.

You will also share the task of supporting the Woodhouse Community Centre core staff in helping with the smooth running of the centre - this will include opening and locking up, dealing with enquiries and bookings, and making sure that Woodhouse Community Centre is a safe and pleasant space for everyone.

You will also be expected to attend infrequent Trustee meetings and the AGM to present reports from your work area(s).

Peer Management Responsibilities:

- Provide accurate, timely and transparent reports to the staff team and board of trustees

- Participate actively in the strategic planning process of Oblong
- Take shared responsibility for peer management of other staff
- To promote and uphold diversity and inclusion in all Oblongs work and practices.
- Promote and uphold Oblong's values and collective decision making
- To build a staff culture where everyone is valued and equipped to do their job.
- To build an organisational culture of participation and democracy
- To contribute to, and progress, the overall performance of Oblong
- Provide centre staffing duties
- Represent Oblong at external events as appropriate
- Undertake any other responsibilities relevant to the post
- Present at, and contribute to meetings
- To develop and review appropriate policies and procedures, including maintenance of professional boundaries, staff handbooks etc
- To maintain and manage record systems in line with GDPR

Person Specification

Requirement	Essential	Desirable
Experience		
Experience of supporting individuals with complex needs and/ or acute needs using a trauma aware approach.	✓	
Experience of project management, contract or grant management	✓	
Experience of supporting and supervising volunteers		✓
Experience of working collaboratively with people from diverse backgrounds including people with mental health difficulties or from other vulnerable groups	✓	
Experience of working within a flat organisational structure, peer management system, and/or collective decision making		✓
Knowledge, Skills and Abilities		
Knowledge of services to support people with complex/acute needs, in both statutory and community settings, & ability to build and manage relationships with partner organisations	✓	
Knowledge of Safeguarding practices and processes	✓	
Knowledge of tools to strengthen mental wellbeing and resilience	✓	
An understanding of and willingness to address the emotional impact on self and other workers, when working with clients in need.	✓	
Excellent communication skills	✓	
Ability to work well as part of a team	✓	
ICT skills - including an ability to use spreadsheets, use social media and content management systems	✓	
Ability to contribute to strategic target-setting and development planning	✓	

Ability to maintain a high level of confidentiality and discretion at all times.	✓	
Ability to explain complex theories and concepts in practical and accessible ways.	✓	
Commitment to challenging discriminatory or disrespectful behaviour	✓	
An awareness of, and ability to, maintain professional boundaries	✓	
Ability to work under pressure, demonstrating problem-solving skills, and ability to take the initiative with identifying, prioritising and planning activities independently	✓	
Personal Qualities		
A good people's person with excellent communication skills	✓	
High levels of empathy, emotional intelligence and self awareness	✓	
Commitment to principles of equality and respect for others	✓	
Lived experience of managing mental health difficulties		✓