Job Description Support Worker

Contract period:	Permanent
Place of work:	Fledge central hub, Eastleigh, Hampshire (Fledge supported houses are all located in Eastleigh)
Hours:	Full time. Core onsite hours 37.5 to include Monday (some out of hours and on call required) Monday-Friday 9-5. Flexible hours per week (including some out-of-hours and on-call shifts)
Salary:	£27,577- £29,118 (pro rata, depending on experience)
Holiday:	25 days holiday plus bank holidays pro-rata
Responsible to:	Lead Support Worker
Responsible for:	No direct reports
Purpose of Job:	Join our dedicated team and make a real difference in the lives of homeless and vulnerable young adults aged 18-35. You will help our residents in achieving their goals and improving their quality of life through person-led support. Fledge is a Christian charity, valuing a culture of compassion, integrity, and inclusivity for our colleagues and our residents. If you are motivated by helping others to help themselves and want to be part of a team that embraces diversity, collaboration and continuous learning please read on to learn more about what you'll be involved in.
Required:	Enhanced DBS check; this position will involve working directly with vulnerable young adults. Our recruitment checks, induction and

	ongoing support and supervision reflect our commitment to safeguarding vulnerable adults.
Benefits:	Pension, 24/7 employee support from Health Assured, advice and mentoring from The Fledge team.

Background

Fledge supports vulnerable and homeless 18–35-year-olds across the Borough of Eastleigh, Hampshire. Our charity's core services include supported accommodation with individualised and holistic support to overcome barriers, build on strengths and learn skills to enable brighter and more independent futures.

What are we looking for?

Do you have a compassionate nature and a strong desire to support young adults? Are you skilled in communication, adaptable, and skilled in problem-solving?

We are looking for a compassionate and dedicated individual to join our friendly and committed team of Support Workers.

This is an exciting time to join Fledge as we transition to new, larger premises which will allow us to increase the services we are able to provide such as drop-ins, skills sessions and wellbeing support.

If you are passionate about making a positive impact and have the skills and qualities we are looking for, we would love to hear from you!

Key Responsibilities:

- **Individual Support:** Develop, implement, and review personalised support plans for residents. Offer high-quality 1:1 support to residents, helping them progress towards their personal goals.
- **Conduct & Behaviours:** Safely manage complicated behaviours and support residents in taking responsibility for their actions.
- **Advocacy and Advice:** Provide clear, accessible guidance on housing, health, welfare benefits, and other areas, advocating for residents when needed.
- **Agency Liaison:** Build positive relationships and collaborate with mental health services, housing departments, and other agencies to meet the needs of residents.
- **Collaboration:** Actively participate in staff and resident meetings. Proactively share relevant information with colleagues to ensure effective joint working.
- **Record Keeping:** Maintain accurate records and reports.
- **Other Duties:** Align with data protection and confidentiality policies as well as legal, statutory, and good practice requirements, including health and safety, equality and diversity, lone working, data protection, and safeguarding. Address complaints promptly in line with Fledge procedures.

What you can expect from Fledge:

At Fledge, we pride ourselves on fostering a supportive and inclusive team culture. Our team is built on the principles of collaboration, respect, and integrity.

- **Open Communication:** Encouraging open and honest communication among team members to ensure everyone feels heard and valued.
- **Supportive Environment**: Creating a supportive environment where team members can share their challenges and successes, and receive the necessary support to grow and develop.
- **Continuous Learning:** Promoting continuous learning and professional development through regular training sessions, workshops, and opportunities for personal growth.
- **Inclusivity**: Embracing diversity and inclusivity, ensuring that all team members feel welcome and respected, regardless of their background or experiences.
- **Being there in person:** We operate on site within core hours to ensure our residents have the support they need, and we believe in supporting our colleagues where we can so please ask us about any requirements you have.

If you want to part of a purpose and values led team that embraces diversity, collaboration and continuous learning please send in your application, we'd love to know more about you.