

JOB DESCRIPTION

Job Title	Dedicated Service Worker
Position Number(s)	
Department	Dedicated Service for the bereaved and survivors of the Grenfell Tower tragedy
Section or Service	
Grade	Hay: £34,300 - £46,300 (Permanent Contract)

DESIGNATION:

Responsible to:	Team Manager
Employees directly supervised (if applicable):	N/A
Family Tree	
<p><i>Indicate by means of a diagram the position of job within the organisation or attach an organisation chart.</i></p>	

1. JOB PURPOSE:

The Dedicated Service has been set up to provide long-term support to survivors and those who were bereaved as a result of the Grenfell Tower tragedy. It is a pivotal part of the long term recovery plans that the Council and NHS have committed to. The Dedicated Service aims to support the survivors and bereaved to positively rebuild their lives and find their own personal paths to recovery by:

- **Supporting** families by directly providing the service within the team
- Helping families to **navigate** the wider services available to them through a range of different partners which they might need now or in the future
- **Advocating** on behalf of families when they encounter difficulties and doing everything the service can to find a way to help

The service has been co-designed with the survivors and bereaved and their voice will continue to drive and shape the service as it continues to develop. Their voice is central to the governance of the service too. The Dedicated Service operates out of a centre that is separate to the Town Hall and is co-located with the Grenfell United space.

The service is formed of people from a range of backgrounds and specialisms, including health, justice, trauma, education and employment, and is operates in partnership with the NHS, Victim Support and the wider voluntary sector. The nature of the service will change over time and will be dependent on the needs of the survivors and bereaved and the progress of the Public Inquiry and investigation.

We are looking for a Dedicated Service Worker to play a vital role in delivering this. We are seeking an exceptional individual who is highly empathetic, skilled, innovative and able to get things done.

The Dedicated Service Worker role has been created to be the main point of contact for survivors and bereaved. They will work closely with individuals and families to access and co-ordinate services, whilst providing a personalised, responsive support tailored to their individual needs. The role has a duty and responsibility to ensure that individuals and families receive high quality, compassionate support and services informed by an understanding of trauma and bereavement. This understanding will be evident in their demeanour, behaviour and actions and will model their understanding of the importance of race, culture and faith in the rebuilding or recovery journey of children, adults, families, kinship and community networks. Working together the Dedicated Service Workers form a multi-disciplinary front line team, formed of caring professionals from a wide range of backgrounds that reflect the most prevalent needs of the community, including adults and children social work, resettlement, education, employment, health and bereavement.

In order to fulfil their role, the Dedicated Service Worker will play three main roles:

- **Support** families to directly access services
- Help families **navigate** services available to them both within statutory and non-statutory agencies
- **Advocate** on behalf of families to ensure that their voices are heard and their needs considered by relevant others

2. DESCRIPTION OF DUTIES:

Support

- The Dedicated Service Worker will be a named point of contact for individuals and families who are survivors and/or bereaved and will proactively co-ordinate the range of different services that they might need. This could include direct intervention or

supporting individuals and families to access existing community services both statutory, voluntary and community based organisations.

- The Dedicated Service Worker will have a thorough understanding of the issues the survivors and bereaved are facing and be able to work flexibly to meet the diverse needs of the families they are working with and respectfully to understand where each person is at in their own journey and adapt the support required accordingly. Here, Dedicated Service Workers are required to balance and manage risk in terms of understanding when intense support and care is required and when to focus on helping people to rebuild their lives following the tragedy and immediate emergency response as well as taking steps to move forwards to recover
- The Dedicated Service Worker will develop and maintain strong relationships with survivor and bereaved families to understand and deliver upon their individual needs. The Dedicated Service Worker will maintain regular contact with the individuals and families they are working with in the manner the families and individuals choose; this will include telephone, face to face and email contact. Dedicated Service workers are expected to have a thorough understanding of the people they are supporting.
- The Dedicated Service Worker will work with families to develop plans that will support individuals and families meeting their needs and aspirations. They will deliver ongoing support with a view to positively helping them live as independently as they can.
- The Dedicated Service Worker will work with families to develop, manage, review and monitor the effectiveness of personalised plans, including budget planning, and share learning of what works across the team.
- The Dedicated Service Workers will be required to operate as part of a multi-disciplinary team, as part of a hub model. This will require them to have an open and keen appetite for collaboration and continuous learning, looking to learn and build a strong understanding of the roles and work of colleagues from other backgrounds and discipline.
- The Dedicated Service Worker will be directly responsible for ensuring that service records are accurately maintained in a professional and confidential manner via the case management system.
- The Dedicated Service Worker will record contacts, plans, progress and outcomes on the case management system to help to analyse service data and meet all reporting requirements.
- The Dedicated Service Worker will regularly review support plans to update, record and monitor the progress of each individual and family.

Navigate

- The Dedicated Service Worker will help individuals and families to understand and navigate the services available to them and enable them to access them. To do so, Dedicated Service Workers are required to keep themselves fully up-to-date of what is available and to proactively and enthusiastically communicate and share this with those they are supporting so everyone is made aware of what is available.
- The Dedicated Service Worker will work as part of a team of practitioners with varied professional backgrounds and expertise. The Dedicated Service Worker will therefore need to build and sustain excellent working relationships with colleagues and external partners so that they effectively co-ordinate services.
- The Dedicated Service Worker will help individuals and families understand key policies and eligibility requirements that are relevant to access services.
- The Dedicated Service Worker will help individuals and families accessing support with activities they need support with, for example writing applications; attending appointments, open days or interviews.

- The Dedicated Service Worker will work flexibly and collaboratively alongside a range of agencies to deliver high quality solutions for families.

Advocate

- The Dedicated Service Worker will advocate on behalf of families, supporting them to access a variety of services with statutory and voluntary agencies, ensuring their voice is being heard and their needs considered.
- The Dedicated Service Worker will advocate on behalf of individuals and families regarding challenges or appeals if necessary. To do so, workers will need to be comfortable and confident challenging other parts of the statutory and voluntary systems in a manner that maintains relationships with key partners.

Other Duties

- Receive management and clinical supervision/case management from the Dedicated Service management team regarding all aspect of the duties and responsibilities as outlined in this job description.
- Actively and regularly liaise with the survivors and bereaved to get ideas for services and activities they want to receive to support individual and collective recovery, including feedback on other services, and sharing it with commissioning and partnerships colleagues to help drive and inform commissioning and budgetary decisions.
- Work across multiple sites including the main hub in High St Ken, the NHS hub in the North of the Borough, GP surgeries across the borough, and in other places families and individuals want to meet.
- Support the Dedicated Service team in collating and analysing data and information for monitoring and service development purposes, providing information for a range of internal and external bodies for scrutiny.
- Actively participate in achieving agreed targets as set out by the dedicated service and supervisors.
- Identify, assess and manage risks, and contribute to ensure appropriate safeguarding plans are in place. To work in a safe a manner ensuring the health and safety, safeguarding and risk management policies and procedures of the service are implemented and fully adhered to.
- Be involved in the analysis of service delivery and identify gaps in service provision and contribute to the development and responsiveness of the service.

I agree to the above job description

Post Holder.....

Date.....

Head of Service.....

Date.....

3. DIMENSIONS:

(WHERE APPROPRIATE)

Quote figures which give a picture of the job as follows:

- (a) Annual budgetary amounts with which the job is either directly or indirectly concerned
- (b) Any other statistics relating to the work

I agree to the above job description

Post Holder.....
Date.....

Director / Chief Officer.....
Date.....

SELECTION CRITERIA/PERSON SPECIFICATION

Job Title:	Dedicated Service Worker
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Conditions to Note:

Candidates:

When completing your application form, please address your answers directly to each of the selection criteria below. This enables the panel to assess your ability to meet each criterion. It is essential that you give at least one example of your ability to meet each of the four Values and Behaviours: Putting Communities First, Respect, Integrity and Working Together.

Recruiting Managers:

The following values and behaviours are essential criteria in each post and must be addressed directly by candidates. The Guidance Notes on values and behaviours for managers give example questions to probe candidates in the interview and application stages of the recruitment process.

Values & Behaviours

The Royal Borough of Kensington and Chelsea has identified four key behaviours and values that should be demonstrated by all council employees. Successful candidates will show the ability to meet these behaviours. Candidates applying for managerial/leadership roles should also demonstrate two additional leadership behaviours.

A	<p>Equal Opportunities Demonstrate an understanding of and commitment to Council policies in relation to Equal Opportunity, Customer Care and service delivery, and the ability to implement these policies in the workplace.</p>
B	<p>Qualifications</p> <p>Essential:</p> <ul style="list-style-type: none"> • Degree level qualification or equivalent • Substantial experience of working in a caring/ helping service (statutory or non-statutory) • DBS clearance <p>Desirable:</p> <ul style="list-style-type: none"> • Evidence of continuing professional development and learning • A professional qualification in the health, social care, housing, employment, or bereaved sectors
C	<p>Skills; Experience and Attitude</p> <p>Essential:</p> <p>Personal style and behaviours:</p> <ul style="list-style-type: none"> • A good listener, compassionate with good communication skills • A committed, tenacious individual who will work with people to enable them to rebuild their lives and a positive future

	<ul style="list-style-type: none"> You take a resourceful and innovative approach to problems and a proactive approach to new opportunities Confident and resilient in challenging situations, with demonstrable experience of managing one's own emotions and health in stressful situations. <p>Knowledge, skills and abilities:</p> <ul style="list-style-type: none"> An in-depth knowledge and understanding of the issues and challenges facing individuals and families who are survivors and/or bereaved. An understanding and experience of working with people who have faced serious trauma and/or bereavement. Good understanding of statutory and non-statutory services both locally and nationally. Ability to work effectively and communicate well with individuals and families from a varied cultural, sexual identity, religious and economic and social backgrounds. Ability to work collaboratively and in partnership with agencies both internally and outside of RBKC. Demonstrable experience of working flexibly to meet the needs of a diverse community Ability to present clear written reports and provide concise briefings to a range of audiences. Ability to work under pressure and at times significant public scrutiny. Good IT skills and knowledge of data management systems. Demonstrate sound working knowledge of safeguarding in respect of adults and children. Experience of delivering public services in a complex, multi-disciplinary environment and the ability to implement and maintain high quality service delivery. Ability to build relationships, and to work collaboratively and successfully in a multi-disciplinary team environment Experience of organising and prioritising a complex workload, managing multiple priorities, making the best use of supervision, training and staff development opportunities. Ability and proven experience of advocating on behalf of individuals and families.
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Our Values & Behaviours	
D	<div style="border: 2px solid #00bcd4; border-radius: 15px; background-color: #00bcd4; color: white; padding: 5px; text-align: center; margin-bottom: 10px;"> PUTTING COMMUNITIES FIRST </div> <ul style="list-style-type: none"> We put local people at the heart of decision making in everything we do. We seek to include and involve: all voices matter. We provide quality services that are responsive, effective and efficient. <p>The following examples are indicators of effective behaviour:</p> <ul style="list-style-type: none"> I actively involve and include the communities that I serve in my work. I shall reflect the views of the communities in my daily work. I shall improve the service I provide through seeking feedback from others. <p>Our residents will feel that:</p>

	<ul style="list-style-type: none"> • I have been included • I can see how my views have been taken into account • I can see improvements and developments based on my input
E	<p style="text-align: center;">RESPECT</p> <ul style="list-style-type: none"> • We listen to everyone and value the personal experiences of people in our communities and of each other. • We adopt a fair, and involving approach regardless of any way in which an individual is different to us. <p>The following examples are indicators of effective behaviour:</p> <ul style="list-style-type: none"> • I adapt my approach to take account of all differences and cultures in the community and with colleagues. • I ensure I am equitable and fair by including those who are quiet or may not be able to represent themselves. • I communicate in a way that is respectful, encourages involvement and meets people's needs. <p>Our residents will feel that:</p> <ul style="list-style-type: none"> • I feel my culture and background are respected. • I have confidence that action is being taken. • I feel I am being treated fairly.
F	<p style="text-align: center;">INTEGRITY</p> <ul style="list-style-type: none"> • We act with openness, honesty, compassion, responsibility and humility. • We let people know what we are doing and communicate why and how decisions have been made. <p>The following examples are indicators of effective behaviour:</p> <ul style="list-style-type: none"> • I demonstrate empathy in my interactions with others. • I am honest and transparent about the decisions I take. • I follow through on the actions I say I will take and take ownership for communicating the outcome. <p>Our residents will feel that:</p> <ul style="list-style-type: none"> • I am told when something is not possible and the reasons why are explained to me. • I feel my perspective is listened to and understood. • I feel my views are valued
G	<p style="text-align: center;">WORKING TOGETHER</p> <ul style="list-style-type: none"> • We work together and in partnership with everyone that has an impact on the lives of our residents. • We want to understand, learn from each other and continually adapt. <p>The following examples are indicators of effective behaviour:</p> <ul style="list-style-type: none"> • I work with others to provide an effective service for residents, local communities and other departments within the Council. • I seek ways to work with other departments to deliver a seamless service and find opportunities to improve. • I seek out opportunities to learn from my colleagues and build on good practice. <p>Our residents will feel that:</p> <ul style="list-style-type: none"> • I can get my issue resolved without being passed around departments. • I find it easy to access the services that I need.

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| | <ul style="list-style-type: none">• I feel the Council is open to new ideas. |
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