



Supporting vulnerable, isolated, socially-excluded and homeless adults



St Wilfrid's Centre  
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Sheffield S2 4DT

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## JOB DESCRIPTION

- Post:** **Welfare Worker**
- Salary:** £21298
- Location:** St Wilfrid's Centre
- Job purpose:** To provide help, support, advice and guidance to clients at the Centre, to ensure that vulnerable people have a safe place to go to and that they receive help to maintain wellbeing. To work closely and effectively with all staff and volunteers at St Wilfrid's Centre and agencies to deliver the best possible level of support to individuals attending.
- Please note that person appointed to this particular role will be expected to facilitate the Women's Group.**
- Responsible to:** Welfare Manager

<b>WELFARE WORKER</b>	
<b>Duties and Responsibilities</b>	<ol style="list-style-type: none"> <li>1. Greet and engage with clients attending the Centre to ensure that they feel welcome and included within the Centre.</li> <li>2. Provide support to clients in response to issues that individuals may raise and deal with these empathetically and appropriately in accordance with the Centre's policies.</li> <li>3. Work closely with other Welfare Workers, staff and volunteers within the Centre, liaising on any concerns or issues with particular clients and seeking advice on best ways to deal with matters where needed.</li> <li>4. Run and lead activities within the Centre, making the experience enjoyable and encouraging clients to participate.</li> <li>5. Listen to and help clients with concerns around finances, DWP, health, housing, social care and the criminal justice system.</li> <li>6. Liaise with external agencies and organisations i.e. city council, social care, probation, prevention, other charities, GPs, NHS and anyone else involved in the care of clients, to arrange the best possible outcomes for clients.</li> <li>7. Befriend clients in the Centre and promote a good atmosphere and positive relationships amongst staff, clients and volunteers.</li> <li>8. Meet with rough sleepers and casual callers to the Centre, assisting them with their immediate and further welfare needs, providing appropriate support eg food, shower, clothes and facilitating them to access further support from other relevant agencies.</li> <li>9. Process referrals and prospective new clients, asking appropriate questions to ascertain their needs and determine whether St Wilfrid's is the appropriate service for them.</li> <li>10. Act as 'named worker' to specified clients, to promote engagement and facilitate continuity.</li> <li>11. Monitor and record clients' progress and any issues entering relevant information on the client information system.</li> <li>12. Take on a lead in the welfare team for specific issues eg. Homelessness, mental health, learning disabilities, substance misuse, attending relevant meetings and training to promote best practice and keep staff updated on all relevant information.</li> <li>13. Working with others at the Centre, ensure that the Centre is safe and clean for clients and that any issues are dealt with quickly and appropriately.</li> <li>14. Deal with any clothing/food donations and prepare food parcels, sorting and allocating as appropriate</li> <li>15. To provide cover for the cafe and kitchen when required, to ensure meal and drink provision.</li> </ol>

**General  
Requirements**

All staff are expected to:

- a. Work towards and support the Centre's aims, ethos and the objectives outlined in the current Service and Development Plan.
- b. Contribute to the Centre's programme of activities and events.
- c. Support and contribute to the Centre's responsibility for safeguarding adults.
- d. Work within the Health and Safety policy to ensure a safe working environment for staff, clients, volunteers and visitors.
- e. Promote equality of opportunity for all client, staff and volunteers.
- f. Maintain confidentiality and observe data protection and associated guidelines where appropriate.
- g. Maintain high professional standards of attendance, punctuality, appearance, conduct and positive, courteous relations with clients, volunteers, colleagues and outside contacts (following the guidelines outlined in the Code of Conduct)
- h. Stand in for absent colleagues in the delivery of services and/or completion of tasks on or off site, when requested by the Director or Line Manager.
- a. Remain calm and employ tact and diplomacy in difficult/sensitive situations and demonstrate patience and empathy to help others feel at ease and build trust
- b. Engage actively in the Development Review process, appraising their own work against agreed priorities and objectives
- c. Endorse the Christian values of the Centre
- d. Understand and comply with all other relevant Centre policies.
- e. Undertake any necessary training associated with the duties of the post.
- f. Carry out any other duties commensurate the role, as reasonably required by the Director.

November 2023

## Person Specification

<b>WELFARE WORKER</b>	
<b>Skills, Knowledge and Attributes Required</b>	
Knowledge and understanding of good ethical practice in dealing with vulnerable clients and mental health issues.	Essential
Good written and spoken language skills to be able to engage and converse with individuals, actively listen and ask questions in an appropriate manner to fully understand, as far as possible, any issue that the client may have.	Essential
Good numeracy skills	Essential
ICT competence at a level to meet the demands of the role, including the use and application of word processing, database and communication software	Essential
Proven high level of organisational skills	Essential
Ability to communicate effectively with all members of the Centre community. To be able to engage and converse with individuals, actively listen and ask questions in an appropriate manner to fully understand, as far as possible, any issue that the client may have.	Essential
An ability to relate to groups of people with differing challenges and to manage behaviour appropriately in a calm professional manner.	Essential
Knowledge of outside agencies that are able to help clients eg. Housing, benefits and experience of liaising with a wide range of professionals	Desirable
Knowledge of welfare and benefits systems and how to access these.	Desirable
Experience of working with vulnerable adults and mental health difficulties	Desirable
First Aid qualification	Desirable
Ability to work under pressure, to tight deadlines	Essential
Ability to remain calm and employ tact and diplomacy in difficult/sensitive situations	Essential
Reliability	Essential
Be able to work on own initiative but also take direction when required and work effectively as part of a team	Essential
Ability to work within existing policies and guidelines	Essential
An appreciation of equal opportunities and issues	Essential
Flexible approach to work	Essential
Holder of licence and qualification to drive a minibus or willingness to undergo minibus training to enable client activities	Essential
Commitment to own personal development	Essential
Commitment to safeguarding adults and references which confirm no issues in relation to safeguarding, discipline or capability	Essential
An appreciation of a sense of humour	Desirable

January 2021