



# Launchpad

## **Support Worker (Female) - Nova**

**Fixed Term Contract until 31.03.2027**

**Full time 37 hours a week (shift pattern which includes evenings, weekends and bank holidays) onsite location £29,175.00 p.a. depending on experience**

**Benefits include 33 days annual leave inclusive of bank holidays and 7% employer pension contribution**

**This post is restricted to women due to the nature of the role. The Occupational Requirement under Schedule 9 (part 1) of the Equality Act 2010 applies.**

We are a registered charity for the homeless that helps some of Reading's most vulnerable and disadvantaged people to turn their lives around and fulfill their potential. Launchpad offers accommodation-based support and works with our tenants on a range of support needs including advice and advocacy, life skills, budgeting, mental health, drug / alcohol addiction as well as support around education, training and employment.

The Nova project is a specialist service for women, established in 2021 by Reading Borough Council. It provides a home for 10 multiply disadvantaged women in a gender and trauma-informed supported environment. The home is a safe space for female residents to help them begin to recover from the experience of homelessness and to help them rebuild their lives until they are ready to move on. The service operates on a 24/7 basis and at times, lone working will be required. You will need an innovative and dynamic approach and a passion for positive outcomes.

This role is based onsite only and we are unable to offer remote working.

### **The Role**

As a Support Officer you will support clients with complex needs, assisting them to gain independent living skills that enable them to move forward with their lives.

### **Person Specification**

- Professional, approachable, confident and empathetic manner whilst maintaining appropriate boundaries
- Able to engage clients, work with challenging behaviour and coordinate appropriate interventions.
- Able to effectively support clients experiencing distress and difficulties with coping.

- An understanding of Trauma Informed Care, Gender Informed & VAWG (Desirable)
- Ability to manage multiple and conflicting priorities and adapt work plans accordingly.
- Ability to assess and review client support needs and risks and identify appropriate interventions.
- Work in a way which promotes client independence and demonstrates equality of service to all.
- Work on own initiative using safe working practices, and ability to work shifts including evenings and bank holidays.
- Strong communication and interpersonal skills and the ability to remain calm under pressure.
- Willing and able to work as part of a team and be supportive to your colleagues.
- Good understanding of welfare benefits and welfare reform.
- Knowledge of safeguarding vulnerable adults
- Understanding of housing and homelessness legislation, housing law and complex support needs including substance misuse and offender management.
- Good understanding of IT (Microsoft Word, Excel, Internet Explorer and Outlook).
- Previous use of InForm software package (Desirable).
- Able to advocate for disadvantaged women in a gender and trauma-informed supported environment.

## **Experience**

- Minimum of 2 years' experience with supporting vulnerable clients.
- Experience with working in a multiagency / partnership solution focused way.
- Experience of working with female clients with multiple support needs (Desirable).

**To read the full role profile, click [here](#) | To apply for this role, click [here](#)**

Whilst appointments will always be made on the merits of the application and performance in the selection process, Launchpad is committed to achieving greater diversity, inclusion and equity in our workforce - and actively encourages and welcomes applications regardless of sex, gender, race, age, sexuality, beliefs or disability. If you require any adjustments to the application, recruitment or selection procedure, please contact our HR team.