



Work and Life Skills Support Officer

Part-time 25 hours per week, 5 hours per day Monday-Friday 9.30am-2.30pm

Salary £25,880.00 pro rata per annum

7% employer pension contribution, 25 days' annual leave plus bank holidays

ABOUT LAUNCHPAD

Launchpad provides vital information and support for vulnerable individuals, couples and families in Reading who do not have a stable place to live or are at risk of losing their home. It was founded as a soup kitchen in 1979 by students at the University of Reading, the charity now provides a holistic service that works in three ways – we prevent homelessness, provide homes and rebuild lives. We are now seeking a Floating Support Officer to join our team within Reading.

THIS ROLE

Key Responsibilities

Client Engagement and Support

- Build positive relationships with clients, encouraging participation in centre activities, courses and events.
- Motivate and support clients to increase their confidence, independence and social connections within the community.
- Conduct assessments to identify clients' skills, interests, support requirements, aspirations and SMART goals.
- Regularly review client progress, adapting support plans and objectives to meet changing needs and circumstances.
- Advocate for clients when appropriate, ensuring their needs, views and aspirations are represented when accessing services and opportunities.

Activity and Programme Delivery

- Coordinate and administer a diverse programme of in-house and externally delivered activities, ensuring they meet the varied needs of clients.
- Lead and facilitate group sessions, workshops and activities, creating an inclusive environment that promotes learning, wellbeing and personal development.
- Support the development of programmes that incorporate life skills, wellbeing, educational and vocational opportunities to help clients achieve greater independence.
- Gather participant feedback to assist with the monitoring, evaluation and scheduling of courses and activities.
- Work collaboratively with clients to identify and shape future training and activity programmes based on their needs and interests.

Partnership Working

- Work closely with partner agencies, support workers and external professionals to ensure clients receive appropriate support, referrals and opportunities.
- Liaise with relevant stakeholders to monitor client progress against agreed action plans and outcomes, identifying issues and implementing appropriate changes.
- Signpost and refer clients to suitable internal and external services where necessary to achieve positive outcomes.

Administration and Coordination

- Act as the first point of contact for enquiries and referrals, providing information and guidance to clients, colleagues and partner organisations.
- Maintain accurate records of attendance, course completion and client outcomes, ensuring information is updated on relevant systems, including InForm.
- Verify course attendance records and collaborate with tutors to confirm successful completion of learning programmes.
- Collate and maintain session plans, learning resources and promotional materials, contributing ideas and improvements where appropriate.
- Develop and maintain a monthly activities calendar in collaboration with the Learning and Skills Coordinator (LSC), promoting opportunities to maximise engagement and participation.
- Prepare and distribute course information, resources, handouts and event communications to participants, trainers and venue contacts as required.
- Communicate updates, new opportunities and developments relating to activities and services using a variety of communication methods.

- Contribute ideas for promotional campaigns, communications and local publicity opportunities.

Volunteer and Student Support

- Support volunteers to assist with the delivery of activities and services.
- Provide ongoing support and guidance to volunteers, tutors and student placements.
- Foster a collaborative team environment that values the contribution of volunteers and students in enhancing service delivery.

Quality and Continuous Improvement

- Monitor programme effectiveness and client outcomes, identifying areas for improvement.
- Gather and analyse client feedback to ensure services remain responsive to community needs.
- Support continuous service development through innovation, collaboration and best practice.

We are looking for a candidate who is:

- Professional, approachable, confident and empathetic whilst maintaining appropriate boundaries
- Resilient to deal with challenging people and maintain motivation levels
- Experienced in multi-agency working and managing a caseload of clients
- Experienced in dealing with clients with mental health issues, substance misuse issues, or working with offenders.

Interviews will take place w/c 27th July 2026

Launchpad reserves the right to modify, withdraw, or close this job posting at any time without prior notice.

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.

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