

## ROLE PROFILE

### Apprentice Support Worker

Clear Service, Kirklees

#### Organisational Expectations

As part of our team, you're expected to deliver excellent service, follow best practices, and live our values. You're encouraged to share ideas, seek improvements, and treat feedback as a chance to grow, including completing any training needed for your role.

Everyone plays a part in promoting equality, diversity, and inclusion. As a proudly anti-racist organisation, we expect you to actively support this work.

You're responsible for your own health and safety and that of your colleagues, in line with our Health & Safety policies.

You must also follow all organisational policies and procedures, meet legal and regulatory requirements (including those from CQC, Ofsted, and others where relevant), handle personal data in line with GDPR, support team and organisational KPIs, and take ownership of your learning and development.

#### Job Purpose

As Apprentice Support Worker, you'll contribute to a flexible, creative and responsive service, supporting adults with mental health and wellbeing needs across our Huddersfield hub and other locations in Kirklees.

You will plan and deliver a variety of groups and activities, working with a strong emphasis on co-production to ensure the continued involvement of our clients. You will also provide one to one support to a caseload of clients, including assessing and managing risk.

You will build and maintain positive working relationships with local statutory and voluntary services, collaborating with partners within the Working Together Better partnership to achieve positive outcomes for clients.

As part of your apprenticeship, you will complete the required learning and assignment work towards a Level 2 Qualification, developing your knowledge, skills and experience.



| Reports To?           | Senior Support Worker               |
|-----------------------|-------------------------------------|
| Driving Required?     | <input checked="" type="checkbox"/> |
| DBS Required?         | <input checked="" type="checkbox"/> |
| Hybrid working?       | <input checked="" type="checkbox"/> |
| Shift Working Pattern | <input checked="" type="checkbox"/> |
| Weekend Work          | <input checked="" type="checkbox"/> |

## KEY RESPONSIBILITIES

- Plan and deliver engaging groups and activities at the Clear 'Huddersfield Hub' and at other outreach locations across Kirklees.
- Manage a caseload of clients, providing one to one support to them in line with service expectations and work collaboratively with all other services involved in the client's care and support.
- Hold regular key working sessions with clients, using a co-production approach to maximise their involvement in the service.
- Assess, manage and review risk and safety plan in line with policy and procedure, ensuring all client records are accurate, kept up to date and reflect a trauma informed approach and therapeutic risk-taking principles.
- Work with the client in a person-centred way to build a responsive support plan which identifies areas of need and support, and that reflect the clients' aspirations for their own lives.
- Facilitate a planned and agreed exit for clients approaching the end of their time with the service, ensuring appropriate onward support pathways are in place and encouraging meaningful reflection on their progress.
- Contribute to service development by leading on specific projects or responsibilities, as agreed with line managers.

Please note this role description outlines your general duties and responsibilities. While it provides a good idea of what is expected, it is not exhaustive and your role is likely to evolve over time. We value flexibility, so we may ask you to take on additional reasonable tasks.

This document is not a contractual agreement and may be reviewed and updated at any time at our sole discretion.

Date last reviewed: July 2026

## PERSON SPECIFICATION

The list below highlights the key skills and qualities needed to succeed in this role. These will be considered during the recruitment process and we encourage you to demonstrate how your experience and strengths match these criteria.

While we understand you may not meet all of the 'desirable' criteria, we value potential and a commitment to learning. Any areas for development can be supported as part of your continued growth.

Essential: ★ Desirable: ☑

| Approach and Values                                                                                              |   |
|------------------------------------------------------------------------------------------------------------------|---|
| Demonstrate a good understanding of and active commitment to diversity, inclusion and anti-racism.               | ★ |
| Ability to build and maintain positive relationships while maintaining professional boundaries.                  | ★ |
| Demonstrate a commitment to supporting clients to take an active role in shaping the services they receive.      | ★ |
| Knowledge and Skills                                                                                             |   |
| Good verbal and written communication skills, with a strong focus on accuracy and attention to detail.           | ★ |
| Proficient in using Microsoft Office applications and other information systems.                                 | ★ |
| Able to self-manage, effectively plan and prioritise tasks and consistently deliver results.                     | ★ |
| Able to work well as part of a team and be open to giving and receiving feedback.                                | ★ |
| Good interpersonal skills including listening and display empathy.                                               | ★ |
| Understanding of trauma informed and creative approaches to problem solving and overcoming barriers.             | ☑ |
| Hold a valid UK driving licence (or one permitting driving in the UK) and access to a vehicle for work purposes. | ☑ |
| Language skills (e.g., Urdu, BSL, etc.).                                                                         | ☑ |

| Experience                                                                             |   |
|----------------------------------------------------------------------------------------|---|
| Experience in mental health, whether as a client, carer, employee or volunteer.        | ★ |
| Experience of facilitating group sessions (or similar) and of managing group dynamics. | ☑ |