

**Job Description:
AV Compassion Support Worker**



This document should be read in conjunction with the 'AV Compassion Support Worker Job Specification'.

Duties & responsibilities:

- Be 'on the ground' amongst AV Compassion projects. You will be available throughout the week to support individual project leaders and volunteers, visit projects and get to know guests.
- Within safeguarding and government guidelines, meet with guests on a one to one basis to ensure they have the best chance of seeing their lives impacted positively from their interaction with AV. This may include (but is not limited to) supporting with difficult appointments, making phone calls, using IT, visiting/engaging with other AV projects & groups or referring on to other agencies.
- In getting to know guests, in line with AV aims, ensure people are getting the opportunity to encounter God and help people grow in their relationship with God.
- Gather feedback from and follow up with guests on their experience of AV Compassion, and in conjunction with the Cluster Leader use this feedback to creatively implement and influence guidelines, processes, and procedures to ensure guests have the best possible experience with AV Compassion that meet AV aims.
- Create and maintain links with other AV groups and projects (e.g. AV Kids, Gathering groups and circles) to provide guests with an excellent experience that best meets their needs.
- Develop and maintain strong relationships with external organisations to ensure robust onward referral for guests.
- As required attend workshops, team meetings, focus groups, training, and other events to ensure other projects and agencies in Ashford are aware of the services Ashford Vineyard delivers. This is likely to include delivering short presentations about AV Compassion and the wider Ashford Vineyard community.
- As agreed with the Cluster Leader, be an advocate for guests who may need someone to champion them.

- Gather and appropriately disseminate information on other local projects that AV Compassion guests may benefit from. This will also include updating individual project leaders and volunteers across Ashford Vineyard.
- Support AV Compassion volunteers with knowledge, encouragement and practical support in agreement with line management.
- Help guests get connected into a community that could provide resilience and decrease practical need in the future.