



## **JOB DESCRIPTION**

**JOB TITLE : CASUAL BANK SUPPORT WORKER**

**REPORTS TO : PROJECT MANAGER**

### **Job information**

Community Options is a trading name of Heritage Care, specialising in providing services for adults with mental health needs. We work with a diverse client group both within the community and in our accommodation based services.

Care is provided to people through contracts agreed with Mental Health Teams and Supporting People across a range of community settings.

Throughout Community Options the emphasis is on high quality services which respond to the needs of service users, and seeks to maintain dignity, privacy and freedom of choice for each individual.

### **Role description**

The role of Bank Support Workers is to support the team in building a trusting relationship with service users, to maintain and improve their quality of life through regular practical and social support and to increase independence, confidence, engagement and motivation. Some of the people we work with have a range of physical health needs in addition to their mental health needs, we expect Bank Support Workers to assist them in issues relating to their physical and personal care.

The emphasis throughout all Community Options services is on enabling people to achieve their goals: this means making time to listen to what clients want, and involving them in planning and providing the service. Progress towards identified goals is measured through individually tailored support plans, and Person centred planning which are reviewed regularly. All of this will take place within the framework of the Recovery concept

Bank Support Workers are required to work within any of the registered or support housing projects.

Job descriptions are reviewed annually and may be amended in accordance with the needs of the service. **The Job Description does not form part of the Contract.**

## **MAIN DUTIES**

Bank Support Workers assist the staff team as required in ensuring the smooth running of the service. This may include:-

- a) Working with service users in daily living activities i.e. cooking, shopping, household chores etc.;
- b) Working with service users on agreed objectives identified in their support plan
- c) participation in the sleep-in duties (in the accommodation projects);
- d) understanding and using administrative systems and procedures, such as record-keeping systems and petty cash systems;
- e) attendance at meetings as required, such as hand-over, staff meetings, project meetings and supervision meetings;
- f) reporting any unsafe practices or equipment, in line with Health & Safety requirements.

The list of duties is not exhaustive, as actual duties will depend on the client group and staffing complement in each project. Duties may be varied by the Project Manager.

The Bank Support Worker must at all times work in a manner which respects the dignity, the right to privacy and the freedom of choice of service users, and must observe the confidentiality policy in all matters. The Bank Support Worker must familiarise themselves with the staff handbook and the code of conduct therein.

The Bank Support Worker must observe the Equal Opportunities Policy of the organisation.

## PERSON SPECIFICATION - BANK SUPPORT WORKER

The person specification is a statement of the minimum standards required for the post to be performed at a reasonable level.

In short listing for interview, preference will be given to candidates who can demonstrate that they meet all the criteria for the post, however, this will not necessarily guarantee an interview as there may be a large number of candidates applying.

When completing the application form it is advisable to show how you have met the criteria, rather than simply stating that you have done so. For example, rather than stating "I have good verbal and written communication skills" you might state "I have made presentations on a number of occasions, regularly produced written reports" and so on.

<b>Experience</b>	<b>Essential</b>	<b>Desirable</b>
Experience of relevant working with people with mental health needs		◆
Experience of providing care or support		◆
Experience of working in a community setting		◆
<b>Skills and qualities</b>		
The ability to accurately record observations and other relevant information	◆	
Ability to communicate clearly and with courtesy both face to face with people, and over the telephone	◆	
Ability to work on own initiative and without direct supervision	◆	
The ability to manage and support colleagues and services users effectively in an emergency or crisis	◆	
Understanding, ability and willingness to work as part of a team and under the instruction of the Line Manager	◆	
Engaging with and motivating people with mental health problems	◆	
Ability to work within multi –disciplinary settings	◆	
To help provide and maintain a safe environment for service users and staff	◆	
<b>Qualifications</b>		
QCF level 3 in Health and Social Care or equivalent		◆
Ability to use a Computer	◆	
<b>Understanding and knowledge</b>		
Understanding of the problems faced by people with a mental illness living in the community	◆	
Understanding and knowledge of current ways and concepts of working with people with mental health needs e.g. Recovery & Person Centred Planning		◆
Knowledge of care planning and key working		◆
A respectful attitude to difference and an interest in learning about equal opportunities	◆	
<b>Personal attributes</b>		
Commitment to promoting good practice in community care	◆	
Flexible in approach – able to work shifts and waking/sleeping nights	◆	
Car owner and driver		◆
Willingness to learn and to undertake training	◆	
Willingness to carry out personal care when necessary	◆	