

**BANK SUPPORT TIME AND RECOVERY WORKER
COMMUNITY SUPPORT SERVICE**

The job description does not form part of the contract of employment

Reports to: Deputy Service Manager / Service 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.

Support is provided to people through contracts agreed with the 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

To provide SUPPORT, give TIME to an allocated group of service users and thus promote their RECOVERY and maintain them in their community environment. To assist care co-ordinator to assess, plan, implement and evaluate individual care plans.

You will report to the Deputy Service Manager, who will provide day-to-day support, supervision.

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.**

Job purpose

To enable each client to achieve and maintain his or her maximum potential for independent living in the community and to enjoy a personally valued and fulfilling lifestyle.

Essential Values and Skills: To achieve the objectives of this role, the postholder must have the individual service users' needs at the fore at all times and use the agreed set of values and skills to underpin the day to day work.

These will include being able to demonstrate knowledge of

- How to listen and communicate effectively;
- How to build community links;
- How to spend time effectively;
- How to be empathic, compassionate and patient;
- How to deal sensitively with distress, disturbance and unpredictability;
- How to be non-judgemental;

- First Aid skills;
- Food hygiene;
- Health and safety; and
- Moving and handling.

STR workers will need to

- Be versatile;
- Be accessible and flexible in availability;
- Think and act calmly;
- Demonstrate a good understanding of mental health issues;
- Have the practical skills to assist daily living;
- Be prepared to assist with basic practical tasks;
- Promote the rights, responsibilities and recovery of service users;
- Engender empowerment and well-being;
- Acknowledge diversity;
- Promote anti-discriminatory practice;
- Maintain confidentiality;
- Promote equal opportunities and
- Ensure service users are treated with dignity and respect as part of ethical practice.

Main functions

1. Responsibility for providing the link into the care co-ordination process for an allocated number of individual service users. This will include attending and actively participating in training sessions, team/care plan review meetings and supervisions as appropriate.
2. To ensure that service users engage effectively with the agreed Care Plan and access appropriate services provided on a regular and consistent basis.
3. Positively promote independent living of service users within community.
4. Develop a rapport based upon companionship and friendship but within appropriate and transparent boundaries.
5. Provide regular and practical support to service users and their carers in developing and managing dignity and independence.
6. Provide support with daily living; “living ordinary lives”.
7. Help service users gain access to resources to include benefits and welfare rights.
8. Provide information on health promotion.
9. Help to identify early signs of relapse by monitoring the client’s progress, level of functioning and mental state and alert the appropriate staff involved in the client’s care.
10. Report regularly to care co-ordinators and appropriate key worker(s).

11. To maintain adequate records as required by existing procedures, entering appropriate details on the service users case notes as necessary.
12. To undertake such other duties as may be determined from time to time within the general scope of the post.
13. To make effective use of opportunities for skill and personal development, to improve work and organisational performance.
14. To observe at all times the Company's Equal Opportunities Policy and ensure that services are delivered in an equitable, non-discriminatory manner.
15. As a member of the Community Support Service team, to work co-operatively, supportively and constructively to ensure the efficient and effective delivery of the Community Support Service.
16. To communicate effectively with service users within agreed parameters.
17. Work towards the company objectives.
18. To undertake any other duties relevant for the provision of an efficient and effective service for users.

This list is not exhaustive and may be added to or amended from time to time.

Key outputs

Attendance with Service User in line with the agreed care plan
 Assist clients to learn and develop the skills for daily living
 Support clients to develop social skills and promote independence
 Support clients to manage their finances (**handling clients' money is strictly prohibited**)
 Carry out risk assessments and observe health and safety at all times
 Establish links with external agencies and community resources
 Attendance at review meetings
 Completion of Service Users notes at each visit and produce monthly reports
 Communication with the CSS Manager and other agencies
 Attendance at team meetings
 Contribution to the development of the service
 Attendance and feedback from external meetings and forums
 Attendance at internal seminars, training and meetings
 To work flexibly in accordance with the needs of the service
 To complete timesheets accurately and to agreed schedules
 To work at all times in accordance with the code of conduct, policies and procedures

PERSON SPECIFICATION - BANK SUPPORT TIME AND RECOVERY WORKER

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

In shortlisting 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.

Experience	Essential	Desirable
Experience of working with the client group	◆	
Experience of working in a community setting		◆
Skills and qualities		
Excellent written and verbal communication skills	◆	
Good professional approach and attitude	◆	
Ability to work on own initiative and demonstrate the ability to organise own workload and set priorities	◆	
Understanding, ability and willingness to work as part of a team and under the instruction of the Manager	◆	
Flexible and self motivated	◆	
Engaging with and motivating people with mental health problems	◆	
Ability to work within multi- disciplinary settings	◆	
Qualifications		
Educated to G.C.S.E standard	◆	
Certified course in relevant area e.g. counselling, first aid, food handling and hygiene		◆
Have or working towards QCF level 2 or above in relevant area e.g. social care	◆	
Computer literate		◆
Understanding and knowledge		
Understanding of the problems faced by people with a mental illness	◆	
Understanding of the range of services provided in the community for people with mental health problems		◆
Knowledge of care planning and key working	◆	
Understanding of equal opportunities policies and rights of service users	◆	
		◆
Personal attributes		
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	◆	