

FLOATING SUPPORT TIME AND RECOVERY WORKER
The job description does not form part of the contract of employment

Salary Scale: London Living Wage
Location: Croydon
Hours: Flexible (38 hours per week including evenings, weekends and Bank holidays)
Reports to: Service Manager/Deputy 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.

We recruit people who:-(1) both embody and share our values: (2) always behave with **integrity** and that seek to **inspire** everyone they come into contact with.(3) respect diversity and value **inclusiveness**.(4) constantly **innovate** to meet the needs of those we serve and **impact** lives in a positive way.

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

All Community Options staff are required to undertake training and to develop skills and abilities which will help to improve their performance. Training needs, performance and objectives are assessed and reviewed through regular Performance, Learning and Supervision sessions.

Role description

To provide appropriate SUPPORT and to give focussed TIME to an allocated group of service users to promote their RECOVERY and maintain them in their community environment. To be partners with the Care Teams to assess, plan, implement and evaluate individual care plans.

During the course of each day a Support Time and Recovery Worker will normally visit a number of Service Users whose visits may vary depending on the individual needs of the people we support. The visits take place in the person's home. This can be in either independent accommodation or in a shared house. As part of the requirements of the Data Protection Regulations, a base is provided within the locality for keeping files and writing notes and reports and telephone contacts. Each worker will be provided with an appropriate phone to access I-CARE and e-mails and for general communication. .

Support Time and Recovery Workers are accountable to the Service Manager. You will report to the Flexible Support Services Management team, who will provide day-to-day support and Performance, Learning and Supervision and help with identifying and meeting training needs. 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 their maximum potential for independent living in the community. To encourage and support them to 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;
- General awareness of medication both used for mental and physical health
- 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.

Community Options is used as a trading name of the mental health services within Heritage Care. Heritage Care Limited is a Company Limited by Guarantee Registered in England & Wales Co. Number 07211819 and a Registered Charity Number 1135353. Web site: www.heritagecare.co.uk The Registered Address for all correspondence is: Connaught House, 112-120 High Road, Loughton, Essex, IG10 4HJ.

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. To support service users to complete their own recovery stars as part of the individualised support planning.
4. Positively promote independent living of service users within community.
5. Develop a rapport and build positive relationships with service users within appropriate and transparent boundaries.
6. Provide regular and practical support to service users and their carers in developing and managing dignity and independence.
7. Provide support with all aspects of daily living.
8. Support service users in gaining access to resources to include benefits, welfare rights and housing.
9. Provide information on wellbeing and health promotion.
10. 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.
11. Report regularly to care co-ordinators and appropriate key worker(s).
12. To maintain adequate records as required by existing procedures, entering appropriate details on the service users case notes as necessary.
13. To undertake such other duties as may be determined from time to time within the general scope of the post.
14. To make effective use of opportunities for skill and personal development, to improve work and organisational performance.
15. To observe at all times the Company's Equal Opportunities Policy and ensure that services are delivered in an equitable, non-discriminatory manner.
16. As a member of the Flexible Support Service team, to work co-operatively, supportively and constructively to ensure the efficient and effective delivery of the Flexible Support Service.

17. To communicate effectively with service users within agreed parameters.
18. Work towards the company objectives.
19. Medication Management
20. To support service users in personal development in terms of training, volunteering and work opportunities.
21.
This list is not exhaustive and may be added to or amended from time to time.

Key outputs

Support clients to learn and develop effective coping strategies to manage their mental and physical wellbeing

Assist and encourage 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 visits and produce monthly reports

Communication with the Service Manager, Deputy Service 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 – FLOATING 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 your application it is advisable to show how you have met the criteria, rather than simply stating that you have done so. As an 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 Service Manager and Deputy Service Manager	◆	
Flexible and self-motivated	◆	
Engaging with and motivating people	◆	
Ability to work within multi- disciplinary settings	◆	
Qualifications		
Certified course in relevant area e.g. counselling, first aid, food handling and hygiene		◆
Have or working towards QCF level 3 in Health and Social Care or above in relevant area or willingness to achieve	◆	
Computer literate	◆	
Understanding and knowledge		
Understanding of the problems faced by people with a mental illness living in the community	◆	
Understanding of the range of services provided in the community for people with mental health problems		◆
Knowledge of care planning and key working	◆	
A respectful attitude to difference and an interest in learning about equal opportunities	◆	
Personal attributes		
Commitment to promoting good practice in community care	◆	
Flexible in approach – able to work evenings, weekends and bank holidays in a number of different locations	◆	
Car owner and driver		◆
Willingness to learn and to undertake training	◆	

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