

**MENTAL HEALTH SUPPORT WORKER (ACCOMMODATION SERVICE)**  
**The job description does not form part of the contract of employment**

Salary Scale: Scale point 10 - 11  
Hours: 38 hours per week (*Shift pattern including nights, weekends, Bank Holidays and Sleep-ins*)  
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.

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

**Role description**

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

The initial placement will be in either one of our 6 registered residential projects, or one of our twenty-four hour staffed supported housing project within the Borough of Bromley or Sutton. 3 of the residential projects have satellite supported housing schemes attached to them, and staff working there would be expected to work in these projects providing support to people living there. Residential Support Workers may be moved from their initial placement in accordance with the needs of the service.

The emphasis throughout all Community Options services is on enabling people to achieve their desired goals. This means making time to listen to their needs and wishes , and involving them in the planning and provision of 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 'Recovery Concept' framework.

Much of the work is carried out on a 1:1 basis using a key worker or team system. Support Workers work as part of a team getting appropriate support and guidance from the Project Manager and Deputy Project Manager.

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 Service User to achieve and maintain their maximum potential for independent living in the community and to enjoy a personally valued and fulfilling lifestyle.

### **Main functions**

1. To work as a member of a project team of care staff providing a high quality service to Service Users within agreed resources.
2. To have specific responsibilities as a Key Worker for the development, implementation and review of care and support plans for one or more Service Users.
3. To support people complete their own recovery stars as part of the individualised support planning.
4. To actively engage Service users using Strength Based Approaches to provide a positive outcome.
5. To encourage and support Service Users to exercise choice, assert rights and participate in the services they use.
6. To promote the organisation in a manner that reflects its values and objectives.
7. To make effective use of opportunities for skill and personal development, to improve work and organisational performance.
8. To ensure that care and support are delivered in a way that respects the person's identity and culture, demonstrating a willingness to learn and adapt to accommodate differing needs.
9. As a member of the project and care team, to work co-operatively, supportively and constructively to ensure the efficient and effective delivery of service to the users.
10. To communicate effectively with service users that both reflects and promotes the recovery ethos.
11. Work towards the company objectives within the framework of the organisational business plan.
12. To undertake any other duties relevant for the provision of an efficient and effective service for all Service Users within the organisation.

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

### **Key outputs**

Service users are supported to identify goals to work towards and achieve their aspirations  
Assist service users to learn and develop the skills for daily living  
Support service users with information on tenancy agreements  
Support service users to claim welfare benefits  
Support service users to manage their finances and rent accounts  
Support service users to become involved in the planning and delivery of the service they use  
Support for initiatives to measure and improve the quality of services  
Carry out risk assessments and observe health and safety procedures at all times  
Establish links with external agencies and community resources  
Provision of information to service users joining and leaving the service  
Attendance at review meetings  
Completion of Service Users notes regularly  
Communication with the Project Manager and other agencies  
Attendance at team meetings  
Contribution to the development of the service  
Proper maintenance of petty cash, client cash systems  
Proper maintenance of records  
Production of reports as required  
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; including shift work and regular sleep-in duties, weekend and bank holiday work and waking nights

To work at all times in accordance with the code of conduct, policies and procedures

## PERSON SPECIFICATION - SUPPORT WORKER RESIDENTIAL

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 your application 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>	Essential	Desirable
Experience of relevant working with people with mental health needs	◆	
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 demonstrate the ability to organise own workload and set priorities	◆	
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	◆	
Ability to work within multi –disciplinary settings	◆	
To help provide and maintain a safe environment for service users and staff	◆	
<b>Qualifications</b>		
Have or willing to work towards QCF level 2 in Health and Social Care or above in relevant area or willingness to achieve	◆	
Computer literate	◆	
<b>Understanding and knowledge</b>		
Understanding of the problems faced by people with a mental ill health 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, waking, sleeping nights, weekends and Bank Holidays.	◆	
Car owner and driver		◆
Willingness to learn and to undertake training	◆	