

JOB DESCRIPTION

| | |
|------------------------------|---|
| Job Title: | Mental Health Support Worker |
| Service / Department: | Exeter & East Devon Mental Health Services (EEDMHS) |
| Reports To: | Deputy Manager |
| Responsible For: | n/a |
| DBS Check: | Enhanced with Adult Barring list check |

Job Purpose:

At Salvation Army Homes, we are dedicated to providing comprehensive, good quality housing services, support and resettlement.

The Mental Health Support Worker will work as part of a team providing holistic recovery focused support to clients with mental health across the EEDMHS, effectively managing an assigned caseload of clients based on their identified support needs engaging creatively with clients to identify and develop the skills and resources to transform their lives and enable independent living.

Main Duties and Responsibilities:

- Provide high quality 1:1 and group support to clients in accordance with their identified support needs with a view to enabling individuals to identify and develop their talent and achieve their goals and aspirations (including passport to independence)
- To be involved in the referral and assessment process for potential new clients
- To set up new clients on the appropriate systems and ensure that all appropriate plans are properly in place to cover induction, support plans and risk management.
- Deliver or facilitate group or one-one sessions with residents that provide opportunities for them to develop their skills and strengths
- To develop and maintain good professional working relationships with internal colleagues and external service providers, to aid the provision of good quality support services, create a professional image of and ensure that individual client's support plans meet their support needs, all in accordance with Salvation Army Homes guidelines and clinical care plans and risk assessments
- Ensure client file documentation is up to date in accordance with Salvation Army Homes policies and procedures eg essential client information sheets, medication records, support plans, risk management plans, occupancy agreements, consent to share and all other relevant information
- Provide suitable advice and support to clients in accessing information on housing, health, welfare, benefits, education and training and other resources, as necessary
- Support and accompany clients across the services to attend essential appointments in relation to their health, debts or housing, or any other appointment where there is an identified support need
- To undertake medication observation, where required, record observations and report concerns or issues
- To work alongside the activities co-ordinator and clients to help source additional support and/or to facilitate/participate in activities both in the services and the wider community, as appropriate
- To manage safely and effectively any incidents, concerns, non compliance or challenging behaviour in line with Salvation Army Homes policies and procedures
- To write reports as necessary and maintain Salvation Army Homes system requirements for creating and storing client records, reports and measuring outcomes

- To actively engage residents in developing the service, understanding their responsibilities under their occupancy agreement and encouraging their involvement in running aspects of the service including client consultation and participation
- To work within Salvation Army Homes safeguarding policy and procedures, ensuring a person-centred and contextual approach to safeguarding and that appropriate action is taken in order to safeguard the wellbeing of children, young people and adults at risk, protecting them from harm whilst respecting their rights, wishes and feelings
- Be consciously aware of and use Salvation Army Homes safeguarding and health and safety rules, dealing with and / or reporting issues in accordance with local requirements
- To ensure kitchens where food is prepared for clients or as part of an activity meets minimum food hygiene requirements at all times
- The postholder is responsible for fulfilling duties in relation to health and safety, that are relevant to their role, as set out in the Health & Safety Policy
- To ensure the standard of the accommodation and grounds are of a consistently high level through both practical means and communication. This includes supporting clients with cleaning chores (bedrooms and communal areas), clearing and cleaning ex-client's rooms, undertaking any cleaning rotas and identifying and reporting repairs
- To participate in an on-call rota system with the team
- To participate in the rota for sleep in shifts (anticipated c 69 per year). (St Andrew's Exmouth Service only)
-

Related Activities:

- Participate in essential training, role related training and to work in accordance with relevant Salvation Army Homes' regulations including, for example the Code of Conduct, Equality, Diversity and Inclusion, Safeguarding, Health and Safety and Information Security.
- Fulfil the role by being adaptable and flexible to the overall activity that is necessary to be successful and effective.
- Fully align with Salvation Army Homes' values and behaviours and to adopt an 'advantaged thinking' perspective through language, conduct and behaviour.

PERSON SPECIFICATION

Qualifications and Memberships:

Though not essential, the following membership / qualifications or equivalent level experience would be beneficial in this role:

- Chartered Institute of Housing
- Social care qualification
- Degree level qualification in a relevant field

Aptitudes and Abilities:

- Proactive and self-motivated with a can do attitude
- Demonstrable empathy with the client group
- confident and capable communicator with the ability to inspire, engage and challenge
- Great verbal, written and influencing skills
- Ability to use a computer, e.g. Microsoft packages and capacity to successfully navigate support packages used by Salvation Army Homes
- Able to participate in the shift rolling rota system over 7 days

Experience and Interests:

- Proven experience of carrying a caseload of clients and developing and implementing person-centred SMART Support Plans
- Proven experience in managing difficult, challenging, complex and /or distressing situations in relation to people with complex mental health issues
- Understanding of wider support and funding facilities available for vulnerable clients
- Experience of supporting vulnerable people or groups, preferably including through therapeutic activities and/or Recovery and Personalisation agendas
- Capacity to understand individual action plans, personal development programmes and need and risk assessment

Values and Behaviours:

To be successful in this job you need to be fully aligned with our values and behaviours, along with working as part of #OneTeam, helping Salvation Army Homes achieve our mission. Our values and behaviours mean a lot to us. They help define how we should all work, what we're here for and this helps us to stand out from other providers and employers.

| | | |
|----------|---|---|
| S | Servant Leadership – we help people thrive | Have we given our audience everything they need to succeed in their next step? |
| P | Passion – we love our work | Have we spoken boldly and with confidence? Have we spoken out rather than stayed silent? |
| I | Inclusion – this is a team effort | Have we kept our communication simple and to the point? Have we used clear, accessible English? |
| R | Respect – we show respect for all | Have we given our audience credit for their intelligence? Have we advocated for our residents? |
| E | Empowerment – we have trust | Have we given the right context to our message? Has our communication been story-driven? |