

## JOB DESCRIPTION

<b>Job Title:</b>	Relief Support Worker
<b>Service / Department:</b>	Exeter & East Devon Mental Health Services (EEDMHS)
<b>Reports To:</b>	Support Co-ordinator
<b>Responsible For:</b>	n/a
<b>DBS Check:</b>	Enhanced with Adult Barring List

### **Job Purpose:**

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

The Relief Support Worker will work as part of a team providing holistic recovery-focused support to clients with mental health across the EEDMHS, engaging creatively with people according to their support needs to identify and develop the skills and resources to transform their lives and enable independent living.

As this post is designed to provide relief for planned and ad-hoc shift cover (vacancies, annual leave, unplanned absences, training etc) Salvation Army Homes will offer work according to need. There is no obligation for an appointee to subsequently accept a particular offer of work and similarly there is no obligation for Salvation Army Homes to offer work at particular times.

### **Main Duties and Responsibilities:**

- To provide high quality 1:1 and group support to clients across the services in accordance with their support plan and risk management plan to help clients to understand and overcome any barriers they may have
- To 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 provide advice and support to clients in accessing information on housing, health, welfare, benefits, education and training and other resources, as necessary
- To undertake medication observations, where required, record observations and report concerns or issues
- To liaise with recovery care co-ordinators, other healthcare professionals and any other relevant agencies in connection with support delivery and risk management of clients in the absence of their designated link worker
- To work alongside the Activities Co-ordinator and clients and 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
- Maintain Salvation Army Homes system requirements for creating and storing client records, reports and measuring outcomes
- To proactively encourage client involvement in aspects of running the service, facilitating client consultation and participation
- To actively engage residents in developing and understanding the service and their responsibilities under their licence agreement

- To develop and maintain good professional working relationships with internal colleagues and external service providers creating close and productive partnerships in order to aid the provision of good quality support services and create a professional image of Salvation Army Homes
- 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
- To ensure kitchens where food is prepared for clients or as part of an activity meets minimum food hygiene requirements at all times
- 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

### **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:

- N/A

### Aptitudes and Abilities:

- Proven experience of working with clients who have a mental health illness or within another social care setting
- Proactive and self-motivated with a can do attitude
- Demonstrable empathy with the client group
- Able to set, maintain and work within professional boundaries and form positive therapeutic relationships with clients
- Confident and capable communicator with the ability to inspire, engage and challenge
- Great verbal, written and influencing skills
- Able to use a computer, eg Microsoft packages and capacity to successfully navigate support packages used by Salvation Army Homes
- Able to plan forward, prepare and deliver life skills sessions
- Able to be flexible with working hours to accommodate a working rota in conjunction with needs of the business and team members
- Willing to take part in outdoor/residential activity on occasion
- Able and willing to travel between service locations
- Ideally able to participate in a 24-hour shift rota system when engaged as necessary (St Andrew's only) and an on call rota (both locations) as necessary when engaged

### Experience and Interests:

- 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.

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