

JOB DESCRIPTION

Job Title:	Support Assistant
Grade & Salary:	WM3 SCP14 £20,064 per annum
Hours of work:	37.5 hours per week
Line Management Reports:	N/A
Accountable to:	Support Lead
Functional Responsibility:	Delivery of recovery, outcome focused support
Job Purpose:	<p>-To help provide a recovery focused support service to up to 15 people with mental health and other support needs.</p> <p>-To help provide practical support in the community to allocated vulnerable service users through one-to-one support and where applicable in groups using personalised approach aimed at supporting them to achieve independent living, building resilience and supporting outcomes.</p> <p>-To engage with service users as might be required to build their trust and encourage them to take part in various activities they are interested in wider community.</p> <p>-To develop skills and experience in delivering support to vulnerable adults through on-the-job learning opportunities and training offered on offer by the charity.</p>

Main Responsibilities

Working with a caseload of up to 15 service users in the community:

- Enable the implementation of personalised recovery support and a structured path to independence.
- Ensure service users are engaged and active in working towards their goals and aspirations detailed in their recovery support plans.
- Develop skills in completing risk assessments and crisis management plans, how to review accordingly when there is change in circumstances and on a regular basis in line with policies and procedures of Mind in Brent, Wandsworth and Westminster. Demonstrate ongoing learning in this area through completed assessments.

- Develop skills in completing support plans that allow service users to achieve their goals and aspirations. Address key aspects of recovery and ensure a planned way forward is jointly owned and coproduced.
- Support the delivery of activities such as running groups or working with external partners to run groups supporting the outcomes of the service specification.
- Support the work of peer colleagues, ensuring that the service positively and effectively utilises the value of lived experience in support of people's recovery.
- Support service users in preparing for independence by supporting them to build appropriate life skill, including in group settings.
- Ensure that the delivery of all work complies with the values, policies and procedure framework of Brent, Wandsworth and Westminster Mind.
- Engage with any learning and development relevant to the role as appropriate.
- Provide proactive person-centred and safe services to adults at risk in line with organisational and statutory safeguarding policies and procedures.

PERSON SPECIFICATION

Element	Description	Essential/ desirable
Qualifications	Good level of ICT literacy to include Microsoft Office, internet browsers and basic databases	E
Experience	Recent experience of working in mental health or social care settings, paid or unpaid	E
	Experience of running groups or participating in group work	D
Knowledge	Knowledge of, and practical experience of, using person-centred tools to support recovery and development of service users	E
	Knowledge of support planning, process of drawing up recovery support plan and implementation of same plan.	E
	Some basic training/knowledge in providing general advice and support	D
	Understanding of safeguarding of vulnerable adults and children	D
Skills/aptitude	Commitment to the empowerment of service users and users of mental health services, a strong interest in user involvement and promoting people's rights	E
	Ability to respond to service users' needs (including those in crisis) promptly and appropriately	E
	Ability to work with service users in a user-led, calm, confident and sensitive manner	E
	Ability to lone work with service users in their own homes spread across a specified geographical area.	E
	Good listening skills and the ability to communicate effectively with people who are in mental distress, including any who may be acutely ill both in writing and orally	E
	A commitment to the Equal Opportunities and awareness of issues related to social and health care provision in a multi-cultural context	E
	A belief in, and commitment to, utilising the value of lived mental health experience through the provision of peer support	E