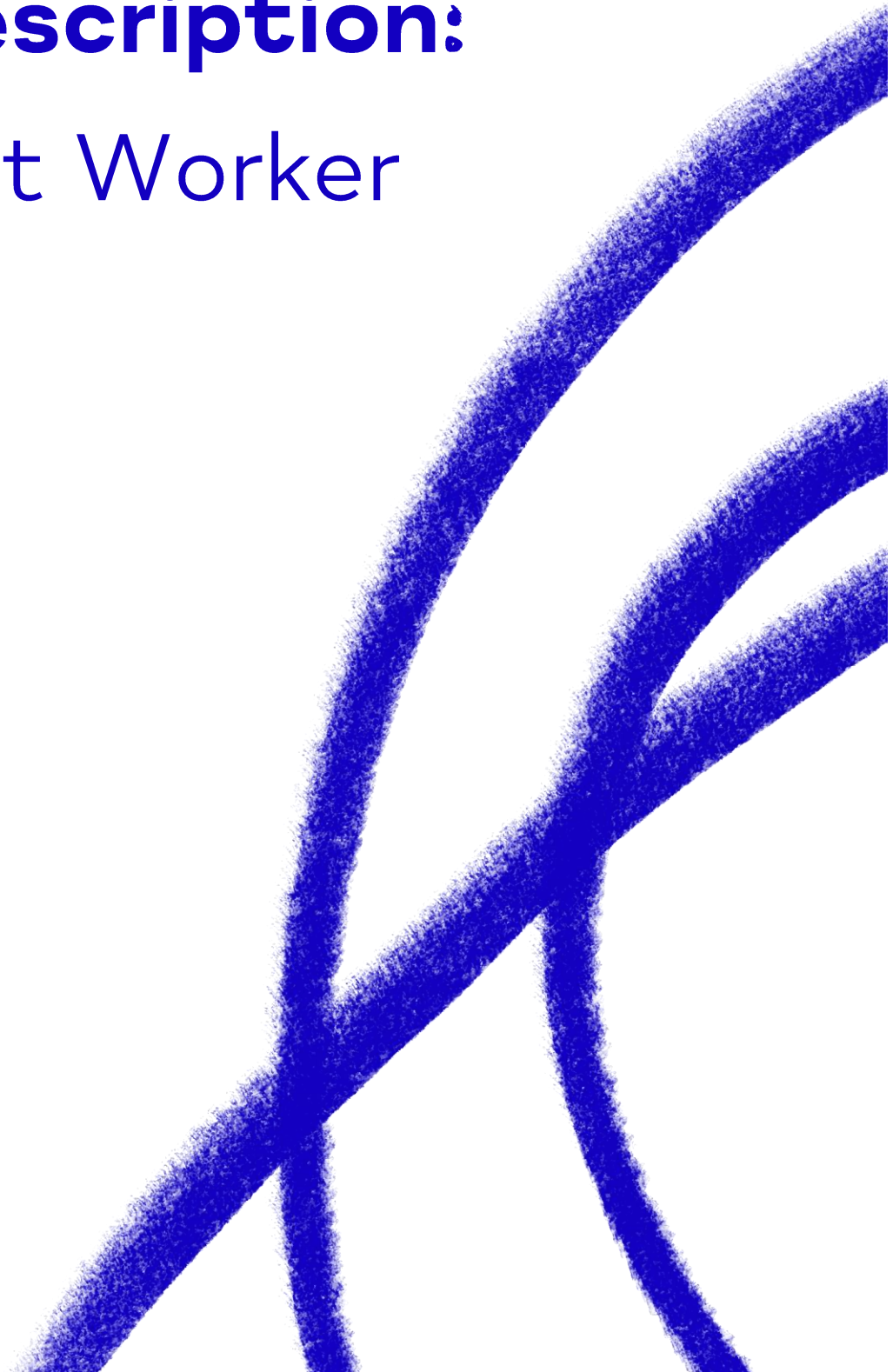


# **Job Description:** Support Worker



## Job Description

<b>Job Title:</b>	Support Worker.
<b>Grade &amp; Salary:</b>	Grade WM5 SCP 22 £24,218 per annum.
<b>Hours of work:</b>	Full time. 37.5 hours per week.
<b>Line Management Reports:</b>	N/A
<b>Accountable to:</b>	Community Lead Manager for Support & Housing.
<b>Functional Responsibility:</b>	To support service users referred to the service.
<b>Job Purpose:</b>	To provide a high quality and flexible floating support service to people with mental health and associated support needs.
<b>Based at:</b>	Wandsworth Floating Support Service.

## Main Responsibilities

- To provide a high quality and flexible floating support service to people with mental health needs.
- To work in a person centred way, ensuring the rights and entitlements of service users are respected.
- Conduct regular key work sessions that are innovative and engaging in order to achieve personal support plan goals.
- To manage a caseload of service users and provide a responsive support service which meets their individual needs through key working and by working in joint partnership with statutory and voluntary organisations.
- To support service users to improve their wellbeing and independent living skills.
- To liaise with other staff and external professionals to provide a safe and supportive environment for service users.
- To support service users to work towards independence so they can remain in their accommodation.
- Provide support to service users to identify move-on opportunities and build independent living skills.
- Contribute to providing Quarterly Monitoring Returns, reports on referrals and any other monitoring reports as required
- Work in partnership with other agencies including physical and mental health services, social services, landlords and other service providers.
- Where arrears do arise, work in conjunction with the Housing provider to address.
- Support service users to maximise their income.
- To develop warm, trusting relationships with professional boundaries with service users to encourage them to express their needs, views and concerns.

- Provide a supportive and safe environment for service users, contributing to assessment and management of need and risk.
- To assist in monitoring service user's mental health and general wellbeing, including medication prompts, and to inform the manager and relevant agencies of any concerns or significant changes in their needs and circumstances.
- To report any concerns regarding vulnerable adults and to follow our safeguarding policies and procedures.
- Support service users with life skills development e.g. coping strategies, harm minimisation, goal setting, budgeting, cooking etc.
- Support service users in meeting their cultural and spiritual needs and in expressing their personal identity.
- To encourage service users to identify their strengths and interests and to support service users in accessing social, leisure and work activities.
- To advise, encourage and support service users so as to maximise their self-care and independent living skills.
- Provide support to all service users ready for move on which will include:
  - Advice and assistance to tenants to enable them to move to more appropriate accommodation.
  - Advice and guidance on what opportunities there are available for move on.
  - Advice in relation to connection to utilities.
  - Advice and assistance in relation to fulfilling tenancy conditions.
  - Advice and guidance on how to manage in independent accommodation.

## General Responsibilities

- To work effectively as a team member including:
  - Sharing information
  - across the service as required
  - - providing short term cover for other team members when necessary
  - - contributing to the development of the service
  - - meeting key performance targets
- Participate in training as and when required
- Implement BWW Mind's Equal Opportunity Policy in all areas of your work
- Ensure any breaches of the EOP are challenged as appropriate.

## Person Specification

Element	Description	Essential /desirable (E/D)
Qualifications	<b>A good standard of literacy and numeric skills</b>	E
Experience	<b>Previous experience of working or volunteering with people who have mental health support needs or the ability to demonstrate that you have transferable skills.</b>	E
	Knowledge of working with people with dual diagnosis and ex-offenders.	D
Knowledge	<b>Good knowledge of IT including word processing skills.</b>	E
	Knowledge of housing allocation, move on and resettlement processes.	D
	<b>An understanding of how equality of opportunity can be delivered in a supported housing framework.</b>	E
	<b>Understanding of person centred planning and risk management.</b>	E
Skills/aptitude	<b>Can positively contribute and take initiative.</b>	E
	<b>To be positive, resourceful, and resilient when working in challenging environment.</b>	E
	<b>Accepts responsibility for own actions.</b>	E
	<b>Courteous helpful and supportive towards all Service Users and colleagues.</b>	E
	<b>Ability to work jointly as part of a team and in partnership with external statutory and voluntary agencies.</b>	E
	<b>Ability to lone work and the ability to deal with crisis situations and respond appropriately.</b>	E
	<b>Good verbal, written &amp; positive interpersonal communication skills.</b>	E
	<b>Ability to work to tight deadlines and work under pressure.</b>	E

