



Job title	Support Worker – Mental Health Service
Reports to	Team Leader - Mental Health Service
Responsible for	N/A
Location	The Old Vicarage. Scotholme Avenue, Hyson Green, Nottingham NG7 6FB
Hours	22 hours per week Saturday and Sunday with the potential for additional weekday hours
Salary	£23, 683.45 per annum (Pro Rata for Part time staff) Point 22 – 25 Scale 4

Purpose

To deliver a sensitive, high-quality and effective mental health support service to beneficiaries of the Old Vicarage which will empower the individuals and support them on their journey to independent living, whilst along the way help to make each day of their lives as fulfilling and meaningful as possible. This is a full-time role, 37 hours/week which requires providing cover on shift rota basis over a combination of day, evening, and weekends.

Disclaimer

Any job description provided to you by the organisation will not form part of your contract of employment unless specified otherwise. This job description details the major aspects associated with the post. It is not intended to cover every feature of the role in detail. The responsibilities of the role may develop over time and in your day-to-day work you are expected to undertake any reasonable duty as requested by your line manager, or in their absence, a senior officer of the Association.

Duties and responsibilities

Carry out needs and risk assessments, complete support plans, provide support, and carry out reviews, in accordance with policies and procedures and the requirements of stakeholders and funders.



Hold a caseload of beneficiaries, and provide support to them on a key work basis at the scheme.

Provide practical and emotional support to beneficiaries to achieve the outcomes set in their support plan.

Encourage and support beneficiaries to make full use of community facilities, play an active role in their community and take up cultural, recreational, educational and employment opportunities as required.

Encourage and support beneficiaries to maximise their physical and mental health, through the promotion of a healthy lifestyle and liaison with health and other relevant services as required.

Encourage and support beneficiaries to develop and maintain positive and effective relationships with their family, friends, carers and other professionals.

Liaise promptly with colleagues, partner agencies and other stakeholders regarding safeguarding, welfare and risk concerns.

Make links with relevant professionals and organisations as appropriate. Attend stakeholder and partnership events as required.

Be an advocate for and achieve positive and lasting service and system change.

Produce and present regular performance reports to the Project Steering Group and the Senior Management team as required.

Monitor progress against key outputs, outcomes and indicators using case files and 'distance travelled' tools.

Involve beneficiaries, families and communities in tracking achievements including feedback forms, one to one meetings and focus groups.



Accurately input all customer data onto an electronic monitoring system and ensure records are maintained to evidence key performance targets, and comply with requirements.

Undertake administrative duties and any other reasonable requests from your line manager.

To promote, at all levels, the service vision, values and strategic objectives.

Housing Management

Taking details relating to referrals and ensuring that these are dealt with efficiently and within stated time frames.

Arranging and conducting interviews with prospective beneficiaries

Arrange viewings of accommodation and carry out sign up of occupancy agreements and assist in the moving in and out process.

Ensure that vacant rooms are cleaned, prepared and let in line with our policy and procedure

Inspect and request orders for new furniture for properties where needed including communal areas taking into consideration budgets and value for money.

Ensure all beneficiaries who have been allocated accommodation, receive a high quality housing management service and fulfilling the landlord's obligations as set out in the tenancy agreement.

To carry out risk assessments in line with company procedures and manage risks linked to property and individuals

To assist beneficiaries in the completion of their claims for welfare benefits, inc Housing Benefit, JSA, ESA, Income Support, Disability Benefits etc

To liaise with the DWP, Housing Benefit Dept. etc, to ensure that correct benefits are being claimed and that payments are made as efficiently as possible. To keep up to date with benefits and Universal Credit legislation.

To collect accommodation charges from beneficiaries and ensure they have an accurate and up-to-date record of this transaction.

To ensure beneficiaries understand and adhere to their tenancy agreements and deal with issues relating to the breach of the tenancy including non-payment of charges (inc deposits, weekly charges etc), anti-social behavior etc, including issuing notices in relation to any breach



To proactively identify upcoming voids and make every effort to minimise void time through ensuring correct notice is received, property left in a good state and new tenants identified in advance

To proactively minimize arrears through identifying arrears early and working closely with the tenant to pay them off

To carry out regular health and safety checks, building inspections and fire drills with beneficiaries.

Identify maintenance requirements and report repairs as needed.

Maintain a high standard of cleanliness, safety and security including managing and maintaining the communal areas and gardens, ensuring that they are clean at all times.

To hold regular house meetings

To respond to complaints and grievances in line with Tuntum's policy

To keep and maintain accurate and up to date records of work carried out with beneficiaries within whatever system Tuntum operates

Maintain appropriate standards of good practice in confidentiality in line with Tuntum's Confidentiality and Data Protection Policy.

As required by the Health and Safety at Work Act, to take care of one's own health and safety and that of other employees and to co-operate with Tuntum in complying with its statutory duties.

To receive e-mails and take telephone messages and ensure that such messages are actioned or are passed on when the appropriate officer is unavailable.

To handle incoming telephone calls, to determine the nature of the enquiry, the callers' name and direct the caller to the appropriate officer.

To maintain appropriate administration and record keeping systems and to submit regular reports as requested.

Ordering and maintaining of stationery and accuracy checks of orders placed and invoices received.



Person Specification

Requirements	Essential	Desirable
Knowledge	<p>Health and safety requirements, welfare and benefits and safeguarding relating to a mental health client group</p> <p>Services related to mental health provided by the voluntary and statutory sector</p> <p>Equality, diversity and inclusion within a mental health client group</p> <p>An awareness of factors relating to mental health within the BAME community</p> <p>Confidentiality and data protection</p>	<p>An understanding of Health and Safety requirements in relation to the role i.e. Lone Working</p>
Education		<p>Evidence of having undergone a training programme in mental health sufficient to the requirements of this post</p>
Experience required	<p>Working within a mental health or vulnerable client group</p> <p>Using support plans and risk assessments</p> <p>Safeguarding vulnerable adults</p> <p>Writing reports</p>	

<p>Skills and aptitudes required</p>	<p>IT literacy including Microsoft Word,</p> <p>Excel and experience using data entry systems</p> <p>Communicating with beneficiaries and colleagues</p> <p>Ability to empower beneficiaries to reach their potential</p> <p>Self-motivated and able to use own initiative to find solutions</p> <p>Ability to work under pressure to tight deadlines</p> <p>Ability to prioritise a varied workload</p>	
<p>Personal qualities required</p>	<p>Able to show empathy for service users</p> <p>Warm, friendly, kind demeanour with a positive and open-minded attitude</p> <p>Passionate about being able to make a real difference in peoples' lives</p> <p>Caring about achieving a positive outcome</p> <p>Flexible, person-centred and culturally sensitive</p>	
<p>Other</p>	<p>Ability to work flexibly in respect to hours worked to provide ad hoc cover for leave and sickness</p>	



Approved by:	Chandni Gill – Mental Health Service Manager
Date approved:	