

THE WREKIN HOUSING TRUST

Support Worker (Mental Health & Wellbeing) Career Graded
Support and Enablement Team

This is a broad outline of what is expected of the postholder

RESPONSIBLE TO: SUPPORT AND ENABLEMENT SERVICES MANAGER

KEY OBJECTIVES:

- To deliver specialist support to service users with mental health ill health and dementia
- To act as the principle led on MCA and MHA within the Support and Wellbeing team
- Significant reduce service users pull on acute services, promoting positive risk taking and independence

KEY RESPONSIBILITIES:

- Providing specialist, support and advice to individuals who experiencing a mental health crisis.
- Providing specialist, support and advice to individuals with dementia.
- Encouraging positive risk taking and promote independence from acute services through specialist enablement plans, addition to service users support plans
- Act as the Support and Enablement lead for Mental Capacity and Mental health act. Support colleagues across the wider organisation to understand service user's rights and encourage positive risk taking.
- Deliver awareness sessions to service users families and friends, to help them understand their conditions and how to better support them.
- Hosting "I need to know sessions" at local community centres
- Create and delivering bespoke groups sessions to support individuals with mental health, dementia and wellbeing:
To include but not limited to:

- Confidence building
 - Resilience sessions
 - Mindfulness
- Working along side mental health services to support and contribute to care plans for service users experiencing acute mental health crisis.
 - Providing support to the housing teams and other staff when individuals are experiences an acute mental health crisis.
 - Work in partnership with external agencies to development better access routes for external support for service users.
 - Record and monitor the number of tenants across wider organisation experiencing problems related to mental health and dementia. Work with housing staff to develop a strategy to help overcome this.
 - Supporting other members of the Support and Enablement team with their specialist areas when demand is high.

CONTRACT ADMINISTRATION

- Demonstrate through data collection how service user's reliance on acute services has reduced as a direct result of your support invention.
- Keeping accurate records of time spent with all service users and detailing each contact.
- Creating specialist support plans for each service users.
- Providing evidence of how services users on your case load are moving towards independence and presenting this at weekly team meeting.
- Creating personalised teaching plans for service users to enable them develop basic living skills.
- Using the IPAD and internal database for all record keeping
- Updating central caseload spreadsheet in excel weekly

LIAISON & NETWORKING

- Work closely with the community mental health team.
- Develop links with local GP practises and other health services
- Promoting independent living sessions with other housing associations and external providers, to encourage the wider community to attend.
- Consciously network with external agencies to support the Support and Enablement service to grow.

GENERAL RESPONSIBILITIES

- To work in partnership with Retirement Living, Revive and other internal teams to ensure that contractual outcomes are met.
- To work the hours as directed and to respond to the needs of Service Users at other times if required.
- To attend training courses and meetings as required.
- To treat all information and interviews as confidential.
- To report concerns around Safeguarding and abuse to the line manager.
- To assist the Trust in striving to meet its mission and to help foster a culture of continuous improvement
- To comply with the Trust's Standing Orders, standards of probity relating to the Trust's charitable status and Housing Corporation Regulation.
- To uphold, as an individual employee, the Trust's Corporate Policies, in particular in the areas of:
 - Health and Safety
 - Equal Opportunities and BME Policies
- To take responsibility for personal development, sharing knowledge and skills and learning from others.

- To strive towards the delivery of excellent tenant and customer service, offering commitment, interest and enthusiasm in serving customers and resolving issues.
- To give your Manager assistance with any day to day functions within the Team.

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Support Worker (Mental Health & Wellbeing)

PERSON SPECIFICATION

QUALIFICATIONS

- Recognised First Aid Qualification is essential
- Basic Food & Hygiene Certificate is essential
- Care and Support qualification or equivalent is highly desirable
- Maths and English GCSE pass or Equivalent is essential
- ICT – Work, Exec, Outlook qualifications
- Manual Handling Certificate is desirable
- Level 2 NVQ Mental Health or equivalent qualification is desirable or a willingness to work towards
- Level 2 NVQ Dementia or equivalent qualification is desirable or a willingness to work towards

KNOWLEDGE, SKILLS AND EXPERIENCE

- Full drivers licence and have the use of a car with full business use is essential.
- Outstanding knowledge of the MCA and MHA is essential
- Outstanding knowledge of Dementia is essential
- Significant experience of working in a support environment, with both adults at risk and older people.

- Understanding of the problems faced by people in Supported or Retirement Living including care and adaptations needed to live independently.
- Excellent knowledge of the local health and social care agenda.
- Excellent IT skills, confidence using all Microsoft packages including: Excel, PowerPoint and Word.
- Confidence working from mobile devices including iPad and Smart phones.
- Excellent communication skills, with the ability of managing conflict.
- Certain training/knowledge may be expected as part of any co expectations

COMPETENCIES

- Adheres to and promotes the Trust's business values. Deals with customers and colleagues with commitment, integrity and respect.
- Recognises and respects the individual values of all employees. Adopts an open, flexible and receptive approach to working with others.
- Produces accurate and high quality work. Uses initiative and consults with manager where required.
- Articulates opinions and information confidently and clearly. Actively listens to the communication of others.
- Supports and shares information with team colleagues, actively participating in decision-making and problem solving to improve services.
- Assists in identifying problems, offering appropriate ideas to resolve them.
- Plans individual work tasks to meet deadlines. Keeps managers and other involved parties informed of progress
- Demonstrates judgement and the ability to contribute to decision-making at a local level. Seeks advice and information when appropriate

- Is aware of main company objectives, demonstrating flexibility in task management and priorities as required. Contributes ideas to facilitate change and improve services.
- Uses clear oral and written 2-way communication to share information

OTHER

- Work a flexible working pattern, including evenings and weekends. To be able to support with assisted hospital discharge.
- All support and enablement officers will be based at HQ and expected to provide floating support to service users in retirement living, general needs and the wider community. In both group and one: one setting.