SOUTH EAST AND CENTRAL ESSEX MIND LTD
(Registered Charity No. 1148451)

mind South East and Central Essex

JOB DESCRIPTION

Job Title:	Housing Support Worker - Bank
Department:	Housing
Job Details:	
Responsible to:	Senior Support Worker
Responsible for:	Housing Activity Volunteers.
Liaison with:	Supported housing service users, supported housing team, SECE Mind teams, EPUT, Statutory and voluntary sector partners and others as required.
Working hours:	Variable hours. To work as part of a team of staff covering 24 hours a day Monday to Sunday, including bank/public holidays. Daytime working shifts of variable hours between 8am to 8pm. Evening shift between 8pm to 8am.
Essential Qualifications:	Level 2 in Health and Social Care and/or relevant experience.
Essential Experience:	At least 2 year's experience of working with people who have experienced a mental health problem and housing related support. An awareness and understanding of issues related to mental health and mental health problems.
Essential Requirements:	Suitable enhanced DBS check.

Job Summary (description of main purpose of job):
To work as part of a team delivering empowering and recovery focused activity consistent with an individual support plans to ensure the safety and security of all houses within the portfolio. Supporting housing tenants to secure independent living skills and practices that improve their mental health as well as developing sustainable tenancy skills. Including covering a 9-5 Monday to Friday rota of support as an appropriate adult for people with a mental health vulnerability held at Southend Custody

Main Duties:

- To engage in the support planning process with individuals – creating, reviewing and following a personalised recovery plan to ensure independent living skills, tenancy skills and practices that improve and maintain good mental health within agreed timeframes.
- To support coproduction and gain feedback for the organisation, supporting tenants to suggest and deliver changes to the service to enhance and improve practice.
- To engage in a rota to cover the appropriate adult service at Southend Custody, which includes statutory PCE requirements
- To manage and where appropriate report all health and safety and cleanliness aspects of the organisation's accommodation including the condition of furnishing, equipment and decoration standards of properties.
- To provide practical support to tenants either individually or as small groups contributing to their improving and gaining independent living skills, recovery practices or tenancy skills consistent with their support plans.
- To assist all tenants practical needs such as applications for benefits and housing support when required.
- To ensure Risk Assessments are conducted, maintained and implemented for all activities and tenants.
- To maintain standards of the Care Quality Commission and any other relevant legislation relating to our services, maintaining a high standard of confidentiality at all times
- To take part in team meetings to promote information sharing and development of skills.
- To ensure compliance with the organisation's regulations and policies.
- To produce written reports relating to the service as required.
- To be of continuous "good character" demonstrating you are honest, trustworthy, reliable and respectful.
- To identify, record and report safeguarding issues effectively.
- To comply with equal opportunities, Health and Safety and Data Protection legislation and all organisational policies and procedures.
- To maintain accurate and up to date records in line with policy and procedures.
- To participate in supervision with your line manager and to identify personal development and training needs.
- To undertake mandatory and other training as required promoting the development of skills. You may be required to attend training courses outside of your normal working hours.
- To contribute to the organisations aims of empowering and listening to the consumer and their carers, irrespective of culture, gender or disability in line with the organisations Equal Opportunity and Diversity Policy.
- To observe confidentiality at all times and comply with the organisations Confidentiality Policy.

The above mentioned duties are neither exclusive nor exhaustive and the post holder may be required to carry out additional tasks from time to time, in order to assist the organisation in carrying out its work efficiently.

Note: This description is not intended to establish a total definition of the job, but an outline of the duties.

PERSON SPECIFICATION
Job Title: Housing Support Worker
Department: Housing

Attributes	Essential	Desirable
Qualifications and Experience		
At least 2 year's experience empowering people experiencing mental health problems.	✓	
Experience of working in voluntary sector and or housing support	✓	
Level 2 in Health and Social Care and/or relevant qualification	✓	
Skills and Knowledge		
Experience and ability to demonstrate skills and knowledge consistent with recovery and empowerment practices	✓	
Ability to work as a part of a team	✓	
Experience of working with individuals with complex mental health needs	✓	
To be of "good character" demonstrating you are honest, trustworthy, reliable and respectful.	✓	
Knowledge and experience of Safeguarding of Vulnerable Adults and children		✓
Experience of delivering a quality service adhering to standards, policies and procedures.		✓
Experience of support planning		✓
Experience of supporting people to access benefits and support		✓
Computer Skills: Proven experience of using word processing software such as Microsoft Word Knowledge of managing files and using computers packages .	 ✓ ✓	
Excellent written communication skills	✓	
Ability to plan and organise effectively, prioritising own workload	✓	
Personal		
Commitment to quality and best practice	✓	
Understanding of and the ability to implement good Equality and Diversity practice	✓	
Professional approach to work	✓	
Commitment to mental health service user involvement.	✓	
Flexible and creative approach to work.	✓	
Commitment to the mission and values of South East and Central Essex Mind	✓	
Awareness of boundaries		✓
Ability to achieve resolution of issues through impartial and diplomatic approaches.		✓
Other Requirements		
A satisfactory DBS check will be required	✓	
A means of effectively and efficiently travelling around the area to carry out the duties of the role.	✓	