

## Enable Support Services Job Description

<b>Job Title</b>	<b>Mental Health Housing Support Worker</b>
<b>Location</b>	Based in the Community, covering The Mendips, including Wells and Taunton
<b>Accountable to</b>	Community Manager and Housing Service Manager
<b>Salary</b>	<b>£8.90</b> per hour (Mon – Sat); <b>£10.00</b> (Sunday)
<b>Employment Status</b>	Zero hours per week contract
<b>Annual leave</b>	20 days and statutory bank holidays (pro rata)
<b>Notice Period</b>	1 week
<b>Benefits</b>	Birthday leave Long service annual leave uplift Training & Development

<b>Service Description</b>
<ul style="list-style-type: none"> <li>• The service is structured as two teams: Community and Housing, both providing support for people with mental health needs.</li> <li>• The Community team provides specialised mental health support for people living in their own homes.</li> <li>• The Housing team operates STEP Houses @TheSpring Project</li> <li>• The Project currently consists of two supported housing schemes offering short-term housing to people with mental health needs who are either at risk of being hospitalised (Step-Up Service) or are ready to leave hospital following a period of treatment (Step-Down Service).</li> </ul>

<b>Job Purpose</b>
<ul style="list-style-type: none"> <li>• To provide high quality, individualised practical and social support to service users..</li> <li>• This includes assistance with developing service users' confidence, mastery and independence in a range of daily living skills.</li> </ul>

## Key Tasks/Responsibilities

- To provide high quality community support to service users with complex social care needs including mental health needs, learning disabilities, Asperger's Syndrome and physical disabilities. This work involves support with activities of daily living such as shopping, housework, accessing community activities, attending appointments, budgeting, meal preparation, assistance with housing and benefits issues, and social support in the community. Also to involve verbal prompting of personal care and medication, where required.
- To work positively and in partnership with other involved agencies – including mental health professionals, health and social care professionals, Community Agents, housing and financial benefits personnel, local charities, retailers and other organisations.
- To demonstrate active commitment to safeguarding – working within ESS Safeguarding policy at all times and participating in training as required
- To work within all other ESS operational policies and procedures, including Health and Safety.
- To ensure that ESS continuously improves the services it offers by contributing to team activity and functioning.
- To actively participate in supervision, appraisal and continuous professional development.
- To maintain professional boundaries at all times – working within the ESS Professional Boundaries Policy at all times.
- To practice the values of ESS at all times.

### **Person Specification - Essential Qualities/Experience**

- Commitment to Safeguarding vulnerable adults
- Caring, empathic approach in engaging and supporting Service Users.
- Excellent interpersonal skills – particularly the capacity to listen and use a person-centred, non-judgemental approach to working with people with a range of complex needs.
- Good standard of written and spoken English.
- Able to liaise effectively with professional colleagues from a range of other agencies.
- Honest with high levels of integrity.
- Competent to work safely and independently in the community.
- Availability to work on a shift rota across ESS operating hours including service daytime shifts and possibly alternating weekends
- Access to a car with clean driving licence
- Enhanced DBS clearance
- Commitment to continuing professional development and willingness to complete training needs identified.

### **Desirable Qualities/Experience**

- Minimum of 1 year's experience in working in social care – ideally supporting people with mental health needs.
- Knowledge and understanding of a range of mental health needs.
- Completion of accredited Mental Health training.
- Wide range of life experience to provide an enabling and positive approach to client's experiences and in meeting their needs.

#### **NOTE**

This job description seeks to provide an outline of the duties and responsibilities of the post. It is not a definitive document and does not form part of the main statement of terms and conditions. The job description will be reviewed during the annual appraisal process and any subsequent changes in duties will be noted in the appraisal process.