

Post: **Mental Health Support Worker - Housing**

Delegated Authority **Level 7**

Location:

Responsible to: **Team Managers**

Responsible for: **Not applicable**

Job Purpose

Based near the leafy Battersea Park and Wimbledon Common areas, and the busy, vibrant Tooting area, SHP Wandsworth Accommodation service is a multiple site service for people with long term, enduring mental health needs.

Working within a psychologically informed environment (PIE) model, you will help to imbed an approach to mental health support that is founded in compassion and understanding whilst also working in partnership and collaboratively with other professional supporters. Your role will include all aspects of supporting people develop the necessary skills to sustain accommodation long term and improve their quality of life.

You will also work closely with the recovery and opportunity coordinator (ROC) to facilitate a programme that is built around the specific needs, interests, and hobbies of the residents. The ROC programme allows for a range of groups to be undertaken that are specifically related to where an individual in with regards to participating in groups. The location of each site allows for ample work to be done outdoors in beautiful surroundings, including the large gardens of each house.

Within this setting, you will work to establish a culture of co-production where residents are at the forefront of the work that is carried out, helping to promote autonomy and build individual confidence and interpersonal skills

Key Accountabilities

1. Day-to-Day Shift Delivery

- 1.1. Contribute to the effective day to day shift cover that supports the aims of the service and delivers effective wraparound support to residents
- 1.2. Respond to the needs of residents and visitors as needed
- 1.3. Ensure adequate service delivery through the use of comprehensive handovers and clear communication in line with organisation and local Shift Delivery and Handover Policy and Procedure

- 1.4. Adhere to organisational and local financial procedures
- 1.5. Participate in the service's rota system.

2. Support Work

- 2.1. Manage a caseload of residents, forming close working relationships with other professional supporters and teams, to ensure that people are receiving appropriate wrap around support,
- 2.2. Conduct skilled and sensitive support and safety plans with people who may be ambivalent about taking-up support, and who may have had difficult experiences in the past
- 2.3. Develop meaningful and honest relationships with residents, founded in partnership working where they are the expert in their experiences and what they need
- 2.4. Deliver ongoing support through the use of 1:1, group and community work including (in addition to practical skill development and key work) advocacy & multiagency work that also looks to develop confidence, self-esteem, self image and interpersonal skills
- 2.5. Adopt a compassionate approach to working with people who have complex histories and experiences through the awareness of the impact your role/work has, aided by the use of reflective practice; informed by human rights based approach
- 2.6. Respond in a psychologically informed way to the challenges posed by complex needs in a residential setting
- 2.7. Ensure all casework, including outcomes, are recorded in line with SHP policy and procedure

3. Referrals and Assessment

- 3.1. Respond to all referrals within agreed timescales
- 3.2. Use the assessment process as the starting base for relationship building, setting an example on how someone will be supported throughout their time with SHP, taking a trauma informed approach to this
- 3.3. Ensure assessments of current or potentially new residents take a whole person focus.
- 3.4. Make use of the service cluster by ensuring that residents who are readying/willing to move to step down are able to do so without the creation of unnecessary barriers

4. In-House Recovery Programme Facilitation

- 4.1. Support the work of the recovery and opportunities coordinator (ROC) by gathering feedback and facilitating activities/groups as appropriate

- 4.2. Make use of both formal and informal work to capitalise on building relationships with people using our services
- 4.3. Work to embed an approach to support that incorporates 1-to-1, group and community
- 4.4. To facilitate the development of community within and across the services through

5. Service Navigation & Stakeholder Relationship Building

- 5.1. Maintain a comprehensive knowledge of the borough's matrix of services; understanding each service speciality, its thresholds and referral protocols.
- 5.2. Build and maintain effective relationships with all stakeholders, including other teams within SHP, external agencies such as care teams & GPs/pharmacies
- 5.3. Attend and contribute to relevant borough meetings and other internal/external for a
- 5.4.
- 5.5. Adopt a professional approach that enhances the reputation of SHP's schemes both internally and externally

6. Financial Budgeting and Digital Inclusion

- 6.1. Work with residents to maximise benefit entitlements and secure project income through efficient rent collection and the minimisation of arrears and void loss
- 6.2. Ensure people are adequately supported to maintain benefits through key work, day-to-day contact and use of SHP rent software
- 6.3. Support individuals to address and/or challenge benefits sanctions/suspensions, including where benefits have not been awarded
- 6.4. Work with those who have no recourse to public funds (NRPF) to secure an income and/or access services to meet their basic needs
- 6.5. Support the development of independent budgeting skills where appropriate through the use of information and advice giving as well as looking at practical skills
- 6.6. Ensure that everyone is given the opportunity and encouraged to create their own email accounts, with regular encouragement and/or support to access this

7. Housing Management

- 7.1. Ensure that all voids are prepared to an acceptable standard and re-let in a timely fashion in order to maximise income receivable from rents and charges
- 7.2. Monitor, record, report and follow up all maintenance issues within the scheme
- 7.3. Participate in housing management procedures, such as room checks, locality checks and Health and Safety checks

- 7.4. Support a psychologically and trauma informed understanding of the issues which can be present when carrying out room checks in personal living spaces and being mindful of own impact on these spaces and experiences
- 7.5. In partnership with SHP's rents and housing services teams, monitor rent accounts using the SHP rent software and take necessary action where discrepancies have been identified

8. Information Management & Data Collection

- 8.1. In line with SHP's Client Contact Recording Policy and procedure, record all relevant contacts and casework outcomes appropriately and accurately
- 8.2. Produce reports on the changing dynamics and needs of residents, including progress made and set backs encountered
- 8.3. Contribute to service delivery and evaluation by ensuring relevant files and recording systems are up to date, and that key performance information is correctly recorded

9. Safeguarding and Safety Planning

- 9.1. Ensure all SHP and borough/national safeguarding procedures are adhered to
- 9.2. Use specialist knowledge of complex experiences and/or behaviours to contribute to safety planning, and the raise concerns in respect of children and vulnerable adults where necessary
- 9.3. Ensure the dissemination to colleagues/managers of information acquired in performing the specialist role that contributes to the overall safety and responsiveness of the services

10. Health and Safety

- 10.1. Work in accordance with SHP's health and safety policies and procedures in order to ensure the safety of residents, self, colleagues, contractors and other visitors at all times
- 10.2. Take responsibility for your own safe working and ensure local procedures around lone working and fire are followed at all times

11. Teamwork and Personal Development

- 11.1. Participate fully in the service rota to ensure adequate cover and provision of service
- 11.2. Complement and support the work of other scheme staff through full participation in handovers, team meetings, reflective practices, supervision, performance reviews and training.
- 11.3. Be fully prepared to discuss ideas and offer solutions, including sharing own skills, knowledge and experience

11.4. Support the work of other scheme staff through the provision coordinated care planning of key clients, and regular case review meetings

11.5. Take personal responsibility for own ongoing development and learning

12. Miscellaneous

12.1. Work flexibly across sites as duties require

12.2. Undertake additional tasks and responsibilities as reasonably directed by the management team or as the service requires

Technical and Professional Know-How Required for Effective Performance

The technical and professional know how are what we think is required to carry out the role successfully. Some of this can be learned on the job, which is why the below us mostly about your understanding of certain issues, rather than the ability to do things. Ability will be looked at during the interview and is based on the competencies overleaf.

Please use examples to demonstrate your understanding (or ability if applicable) of the below on your application form – this will be used for shortlisting purposes so it is important .

- The ability to produce high quality written work in partnership with others
- An understanding of how trauma and adversity have the potential to create re-occurring incidences of multiple disadvantage, homelessness and mental distress
- An awareness of the Care Act 2014 and demonstratable understanding of what it means for people living in our services
- The ability to build relationships with people who may be reluctant to trust or work with you, whilst maintaining professional boundaries
- The ability to navigate complex mental health systems and specialities to work as part of multi-disciplinary team
- An understanding of the multiple issues that can lead to homelessness and how such experiences can impact on people's willingness to then engage with services
- Strong time management skills, including to working on own initiative, managing competing priorities and maintaining high standards.
- Good attention to detail and the ability to extrapolate from different information sources, including both objective and subjective data
- Ability to communicate, plan, negotiate and problem solve with others for effective team work, even when there are differences of opinions
- Strong I.T skills including the use of Microsoft Office programmes and database recording systems.

Competencies Required For Effective Performance:

Competency	Example	Level
Analytical Thinking (The ability to give proper consideration to problems and to come up with good solutions.)	What this looks like in practice Gathers the required information to solve problems <ul style="list-style-type: none"> ▪ Steps back from the problem and thinks about what information is required ▪ Collects the information required to solve the problem ▪ Draws upon and learns from previous experiences of self and others ▪ Organises the information in a logical way 	1
	Sifts and analyses information <ul style="list-style-type: none"> ▪ Processes information quickly and draws accurate conclusions ▪ Breaks down problems into their parts, identifies cause and effect ▪ Makes accurate deductions ▪ Evaluates whether arguments or cases are complete or sound ▪ Challenges incorrect information or discrepancies ▪ Reflects on what they've done and learns from it 	2
Commitment and Drive (The ability to take the initiative and achieve targets and results)	Is conscientious and professional <ul style="list-style-type: none"> ▪ Meet targets and deadlines ▪ Do what they say they are going to do ▪ Prepares properly for meetings and events ▪ Complies with defined policies and procedures ▪ Understands the need to evidence what we do ▪ Completes paperwork and reports in line with standards 	1
	Is proactive and solution focused <ul style="list-style-type: none"> ▪ Is enthusiastic and positive in what they do ▪ Do things before they need to be told ▪ Find solutions for themselves ▪ Knows when to make decisions and when to seek support from others ▪ Is flexible and adapts response according to the situation while working within. SHP policies and procedures 	2
Efficiency and Effectiveness (The ability to plan and organise work so that deadlines, targets and standards are met)	Organises own work <ul style="list-style-type: none"> ▪ Thinks ahead about what needs to be done ▪ Sets clear priorities for work ▪ Shows good attention to detail; checks work for accuracy ▪ Keeps files and other paperwork up to date ▪ Knows where to find things 	1
Teamworking (The ability to work cooperatively and	Supports and considers others <ul style="list-style-type: none"> ▪ Does their fair share ▪ Is flexible and is prepared to help with things which are outside their own role 	

supportively with their own team and other teams across SHP)	<ul style="list-style-type: none"> ▪ Sees when others are struggling and offers help ▪ Owns their decisions and does not pass the buck ▪ Actively contributes to team meetings ▪ Shares knowledge and ideas with colleagues ▪ Actively supports other teams across SHP ▪ Promotes SHP as an organisation inside and outside the organisation 	1
<p>Effective communication</p> <p>(The ability to communicate with others in a cooperative and sensitive way.)</p>	<p>Communicates clearly</p> <ul style="list-style-type: none"> ▪ Can talk to different types of people effectively ▪ Checks that they have been understood ▪ Speaks to people in a respectful and courteous manner ▪ Respects and takes into account cultural differences ▪ Uses appropriate body language ▪ Writes clearly and concisely ▪ Uses appropriate methods of communication 	1
<p>Resilience</p> <p>(The ability to deal with situations with clients and colleagues with confidence.)</p>	<p>Is self aware</p> <ul style="list-style-type: none"> ▪ Takes time to reflect on actions and behaviours and learn from them ▪ Admits when they make mistakes and learns from them ▪ Has the confidence to review what works and does not work ▪ Is aware of their own strengths and areas for development ▪ Takes responsibility for their own learning 	1
<p>Putting the Customer First</p> <p>(The willingness and ability to deliver the best possible person centred service to our customers - customers may be service users, RSLs, statutory bodies, colleagues in other departments etc.)</p>	<p>Builds effective relationships with customers</p> <ul style="list-style-type: none"> ▪ Makes themselves available for the customer ▪ Treats people with respect and courtesy ▪ Explores with customers their specific needs ▪ Is very clear with boundaries – the customers at their own ▪ Recognises that SHP exists to provide a service to our customers 	1
	<p>Finds positive solutions to meet customer needs</p> <ul style="list-style-type: none"> ▪ Actively seeks and offers alternative ways of meeting customers needs ▪ Is responsive to customer problems, and works with them to resolve problems promptly. ▪ Foresees problems rather than waiting for them to happen ▪ Asks for feedback from customers about the service provided, and acts on it ▪ Establishes effective working relationships with other agencies to meet customer needs ▪ Knows when to refer on to other agencies 	2
<p>Embracing Change and Innovation</p> <p>(The willingness and ability to adapt to changing circumstances and come up with new and innovative ideas.)</p>	<p>Responds positively to change</p> <ul style="list-style-type: none"> ▪ Sees the positive aspects of change ▪ Is flexible and adapts easily to new requirements ▪ Is willing to learn and to take on new skills ▪ Offers constructive alternatives if they disagree with a change 	1

