

JOB DESCRIPTION
(To be read in conjunction with Person Specification)

17 East Grange Drive

POST:	Support Worker
SALARY:	NJC 7 - 11
ACCOUNTABLE TO:	Service Manager
RESPONSIBLE FOR	N/A
ORGANISATIONAL EXPECTATIONS:	
<p>Community Links aims to provide a high quality customer service adhering to the principles of best practice, promoting equal opportunities and working positively with diversity. Community Links is an ambitious, forward thinking organisation and you must be committed to developing and enhancing the services we provide.</p> <p>The organisation expects all its employees to carry out their duties in a professional manner with a client focus, ensuring that respect and courtesy is shown to them, colleagues, other service providers and all those in contact with the organisation. You are expected to uphold the values and ethos of Community Links at all times</p>	
OUTLINE OF POST:	
<p>Your role will be to provide a flexible, supportive and responsive service to people who have a significant history of mental ill health and distress, and who have complex needs.</p> <p>Your approach to supporting people should be asset and independence focused enabling people to make positive changes and achieve personal goals. You will have a creative and positive attitude and possess the skills to build therapeutic relationships.</p> <p>You will be lone working on a daily basis and you will be responsible for part of the health and safety requirements of the building, such as fire alarm tests, health and safety assessments, and organising repairs.</p>	
MAIN TASKS:	
1.	To positively support service users with their day to day wellbeing, social and independent goals as identified in their support plan.
2.	To take on the role of Key worker and/or Associate worker, to develop support plans with clients, co-ordinate support and monitor mental health.
3	To support service users to access suitable housing, benefit entitlements and

	primary health care.
4	To work proactively and collaboratively with service users, their carers and any other professional agencies involved.
5	To administer resident medication and complete weekly drug audits as required
6	To take telephone referrals, assess potential clients and deal with general enquiries to the service.
7	To ensure that all data collection and clerical work is completed on time and to a good standard to enable accurate monitoring of the service in line with commissioning requirements
8	To participate in a 24-hour rota system, (waking nights) including weekends, bank holiday.
9	To actively participate in team meetings and attend other external meetings as advised by the manager.
10	To support the Management team and other workers in ensuring the aims and objectives of the scheme are achieved to a high standard.
11	Take all reasonable precautions to ensure the health and safety of service users and yourself. Following risk assessments as instructed and maintaining Health and Safety standards including fire safety and first aid.
12	To promote service user involvement within Community Links and in local communities by developing links and promoting service user assets.
13	To maintain a high standard of communication between multi-agencies and professionals. To ensure that referrals are acknowledged and processed in line with Community Links standards and risk management.
14	To co-produce individual's asset based support plans particularly around independent living skills and to ensure that support undertaken is meaningful.
15	To ensure that client records and other information systems are completed accurately and within agreed timescales.
16	To communicate and liaise with landlords to ensure that all accidents, repairs and monitoring are completed and returned within timescales.
17	To adhere to organisational policies and procedures relating to risk management and personal safety.
18	To contribute to the achievement of annually set individual and team targets.
19	To participate in regular supervision.

20	To represent Community Links in a knowledgeable and professional manner at all times.
21	To maintain appropriate professional boundaries at all times.
22	To identify own training and development needs in conjunction with your line manager and participate in training opportunities as directed.
23	To partake in Community Links Personal Development Review system.
24	Any other duties commensurate with the grade and level of responsibility of this post.
	<p>The above duties are indicative of the requirements of the post at the time of recruitment. You will be expected to undertake other duties as may be reasonably required commensurate with the post, at the initial place of work or at other locations from which Community Links operates.</p> <p>Please note this job description is intended to provide a guide to the general duties and responsibilities of the role the post holder is expected to adopt a flexible approach to the tasks. It should not be regarded as a contractual document. It will be reviewed regularly and may be varied at the discretion of Community Links.</p>

PERSON SPECIFICATION

Support Worker

The person specification should be read in conjunction with the job description. It is used at the short listing and interview stages to decide how suitable each candidate is to take on the role.

Community Links does not necessarily expect that each candidate will fulfil all the criteria listed in the Desirable column but any 'gaps' could form areas for development in the future.

Approach	Essential {insert ✓ where appropriate}	Desirable {insert ✓ where appropriate}	Identified by: A = application form I = interview E – exercise
Demonstrate a commitment and enthusiasm for working with our client group	✓		A, I
Demonstrate understanding and commitment to equal opportunities and diversity	✓		A, I
Demonstrate a commitment to enabling and empowering clients to become actively involved in Community Links	✓		A, I
Able to build and maintain relationships whilst maintaining appropriate professional boundaries	✓		A, I
Demonstrate a willingness to participate in shaping the future of the organisation by taking on responsibilities and projects in addition to core workload	✓		I
Able to manage multiple risk and prioritise daily tasks with a positive calm approach.	✓		I
Knowledge & Skills	Essential	Desirable	
Good verbal, written and numeracy skills sufficient to be able to make accurate written records	✓		A, I
Good technical literacy of Microsoft Applications e.g. Word, Excel, and Access etc.	✓		A, I
Good interpersonal skills including listening and display empathy	✓		A
Creative, flexible and imaginative approach to working with people with mental health problems	✓		I

Ability to work effectively using own initiative with little supervision or guidance	✓		A,I
Understanding of how to work safely, including managing risk, personal safety and lone working.	✓		A,I
Understanding of risk and positive risk taking.			
Knowledge and experience of creating and delivering asset based and co-produced support plans to promote independence.	✓		A,I
Have a creative, flexible and imaginative approach to working with complex and challenging behaviour.	✓		A,I
Have access to a car for work purposes and hold a full current UK driving licence.	✓		A
Good working knowledge of the benefit system and housing.		✓	A,I
Language skills e.g. Urdu, Polish, BSL, etc.		✓	A
Experience	Essential	Desirable	
Experience of mental health either as service user, carer, worker or volunteer.	✓		A,I
Experience of using different assessment tools or assessing service users' suitability for accommodation.	✓		A,I
Experience of using and completing risk assessments.	✓		A,I
Experience of lone working.	✓		A,I
Experience supporting people in their own homes to maintain their tenancies and access their community.		✓	A,I
Experience of working autonomously and independently managing work diary and caseload.		✓	A,I
Experience of completing health and safety requirements, e.g. fire safety checks.		✓	A, I
Experience of working with service users in the community.		✓	A,I