

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

**Mental Health Support Worker
(Intermediate Hostels)**

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| LOCATION: | Intermediate Hostels, Leeds 10, Leeds 11, Leeds 15 and Leeds 17 |
| POST: | Mental Health Support Worker |
| SALARY: | NJC 7 - 11 per annum plus sleep-in allowance |
| ACCOUNTABLE TO: | Service Manager |
| 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>To provide a flexible, supportive and responsive service to people with mental health problems who require interim support within a hostel setting for a period of 6-8 months.</p> <p>To undertake a range of therapeutic, social and practical tasks focussing on recovery, to ensure that clients receive a pro-active service that respects their individuality, encourages self-determination and independence.</p> | |
| MAIN TASKS: | |
| 1. | To develop positive, enabling and collaborative relationships with clients. |
| 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 clients to access suitable housing, benefit entitlements and primary health care. |

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| 4. | To liaise efficiently and effectively with all services appropriate to the client's support. |
| 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 deal with petty cash and rent collection. |
| 9. | To carry out general housekeeping tasks and duties including cleaning, gardening, cooking, domestic tasks in keeping with the therapeutic nature of the hostel. |
| 10. | To actively participate in team meetings and attend other external meetings as advised by the manager. |
| 11. | To participate in a 24 hour rota system, including weekends, bank holiday and sleep-in duties. |
| 12. | To support the Management team and other workers in ensuring the aims and objectives of the scheme are achieved to a high standard. |
| 13. | To work in accordance with all Community Links and hostel policies and procedures and to partake in their development and review. |
| 14. | To be an active and positive member of the hostel team. |
| 15. | To ensure that support undertaken is meaningful, respectful, promotes self-determination and is in line with the individual support plan. |
| 16. | To adhere to organisational policies and procedures relating to risk and personal safety. To assess levels of risk and agree risk management plan in line with the philosophy and policies. |
| 17. | To contribute to the achievement of annually set individual and team targets. |
| 18. | To represent Community Links in a knowledgeable and professional manner at all times. |
| | Keep up to date with policies, guidelines, procedures and practices. |
| 19. | To participate in regular reflective supervision. |
| 20. | To maintain appropriate professional boundaries at all times. |
| 21. | To ensure that client records and other information systems are completed accurately and within agreed timescales. |

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| 22. | To identify own training and development needs in conjunction with supervisor and to participate in training opportunities as directed. |
| 23. | To assist in the induction and training of new workers and students. |
| 24. | To partake in Community Links Personal Development Review System. |
| 25. | Any other duties commensurate with the grade and level of responsibility of this post. |
| | 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. |

PERSON SPECIFICATION

Mental Health Support Worker (Intermediate Hostels)

The person specification should be read in with the job description. It is used at the short listing and interview stage 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 I = interview E = exercise |
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| Demonstrate understanding and commitment to equal opportunities and diversity | ✓ | | A,I |
| Demonstrate a commitment and enthusiasm for working with our service user group | ✓ | | 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 |
| Demonstrate the ability to undertake work with high degree of accuracy and strong attention to detail | ✓ | | A, I, E |
| 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, E |
| Creative, flexible and imaginative approach to working with people with mental health problems | ✓ | | I, E |
| Understand and be able to work within a framework of positive risk taking | ✓ | | A, I, E |

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| Ability to adapt and react proactively to changing situations by demonstrating flexibility in your approach to work. | ✓ | | E, I |
| Ability to work collaboratively and positively with clients, carers and other service providers | ✓ | | A, I, E |
| Language skills e.g. Urdu, Polish, BSL | | ✓ | A |
| Understanding of the CPA system and interagency working | | ✓ | A, I |
| Knowledge and understanding of the welfare benefit system | | ✓ | A, I |
| Experience | Essential | Desirable | |
| Experience of building and maintaining positive working relationships | ✓ | | A, I |
| Experience of mental health as a worker, carer, volunteer or service user | ✓ | | A, I |