

## Job Description

Job Title: Mental Health Support Worker

Reports to: Project Manager

Key Working Relationships (Internal): Project Manager

Key Working Relationships (External): GP, Health and Social Services Agencies

Responsible for: N/A

Direct Reports: N/A

Salary circa: £18,195

Hours of work: 40 hours per week

DBS applicable: Yes

## Job Summary

To work as part of a team providing an environment where people with complex and challenging needs are encouraged to live as independently as possible, using the assertive model of engagement and individually tailored support plans to form the basis for effective interventions. To support the customers to develop and expand their life skills so that they can lead full and active lives within the community.

## Main Duties and Responsibilities

- To develop support plans as appropriate in conjunction with customers and other professionals if required; to meet customers' needs.
- To monitor and evaluate the progress of customers against their support plan.
- To hold key work meetings with customers in line with LCH practices.
- To liaise with other relevant agencies, carers and other stakeholders, as appropriate.
- To assist customers to minimise substance abuse and implement harm reduction strategies where appropriate.
- To identify potential risk of harm and abuse to customers and others.
- To work with customers to challenge behaviours that create risk and establish agreed boundaries and expectations.
- To implement strategies to manage conflict and address challenging behaviour.
- To encourage customers' to reduce their risk of involvement with the criminal justice system.
- To develop good interpersonal relationships with customers and offer them appropriate emotional support.
- To monitor customers' physical health and encourage them to develop healthy lifestyles.
- To liaise with the GP or any specialists, as appropriate.
- To enable customers to attend external activities and become networked into

- local services in order to engage in meaningful daytime activities.
- To support and encourage customers to maintain a clean living and working environment, supporting them with cleaning their own accommodation and communal areas. This may involve some cleaning duties.
  - To encourage and assist customers to:
    - Enhance their “life skills”
    - Improve money management and budgeting, including access to welfare benefits
    - Access education, leisure and recreational facilities
    - Access primary and secondary health services
    - Take up education and training opportunities
    - Access employment opportunities where appropriate
    - Develop their own wider support network
  - To maintain comprehensive customer files to the standard required and also:
    - Accidents/Incidents
    - Maintenance matters
    - Health and Safety issues
  - To ensure LCH Quality Management Systems including PSOCC, My Guides, and the day to day project administration paper work is effective and good quality
  - To represent the organisation in a professional manner
  - To attend regular performance management meetings, staff meetings and any other meeting as directed by the Project Manager
  - To actively review own performance and development needs to assist personal career growth
  - To ensure safeguarding protocols are followed
  - To implement good practice in Health and Safety
  - To keep up to date with current good practice and legislation in service delivery, undertaking training as required.
  - To carry out all duties and responsibilities in accordance with LCH’s Policies & Procedures
  - To promote equality, diversity and inclusion in all aspects of work

## Person specification

### Post

Mental Health Support Worker

### Qualifications and experience

Successful experience of working with vulnerable adults, preferably in a mental health setting.

### Knowledge, skills and abilities

- Understanding of how mental health problems, learning disabilities and complex needs may affect day to day functioning
- Ability to establish and maintain rapport and liaise appropriately with customers, team members, clinicians and other external support services.
- Willingness to undertake a variety of tasks, sometimes in difficult or unpleasant circumstances, and with customers who may exhibit challenging behaviour
- Good IT skills and capacity to adapt easily to new systems
- Good written and verbal communication skills
- Knowledge and understanding of safeguarding policies and procedures
- Commitment to, and understanding of, equality of opportunity and the ongoing management of diversity
- Good knowledge of what day to day best practice is in Health & Safety
- Ability to work flexibly at different sites, on a 24 hour rolling shift pattern which includes days, evenings, nights, weekends and sleepovers.

**Applicants must state clearly on their application form the ways in which their skills and experience meet all the selection criteria in the Person Specification. If you do not adequately address each and every one of these in your application, we will not be able to shortlist you.**

## Conditions of service and personnel information

### Post

Mental Health Support Worker.

### Salary

£18,195 per annum.

### Eligibility to work

Under the Asylum and Immigration Act 1999, LCH has a responsibility to ensure that all employees are eligible to work in the UK. Consequently before you can commence work you will be expected to provide evidence of your eligibility to work in the UK. This may be your birth certificate, passport, work permit or other document confirming your right to work in the UK.

### Annual Leave

25 days per annum plus Bank Holidays.

### Interest Free Travel Loan

After completion of probationary period.

### Pension

You will be automatically enrolled in the Cyrenians pension scheme which is administered by NEST. Contributions will be deducted from your salary on the basis of 4% of your basic salary with an employer contribution of 2% but from 1st April 2019 this contribution will rise to a level of 5% and 3% employer contribution. You may, opt out of the NEST pension arrangements within a time period of 28 days from the enrolment date and further details will be made available from NEST and Cyrenians on the opt out process.

### Hours

The normal working week is 40 hours per week.

### Location

To be agreed at a later date.

### Probation

The first 6 months of your employment will serve as a probationary period. During this period your performance and conduct will be monitored. Upon satisfactory completion of your probationary period, your appointment will be confirmed.

### Expenses

Staff will be reimbursed with amounts incurred in the performance of their duties, within agreed budget and sanctioned by their line manager.

### Contract of Employment



Issued on appointment to post.

### Handbook

Issued during induction, containing full information of Terms and Conditions of Employment and Policies and Procedures of Cyrenians.

### Screening

This post is subject to satisfactory references, pre appointment Health Assessment and an enhanced Disclosure and Barring Service (DBS) check.