JOB DESCRIPTION

Job Title: Mental Health Support Worker

Job Summary: To provide one-to-one support to Service Users with ongoing complex mental health needs, in line with individual support plans. Supporting individuals to live successfully with their mental health condition through the use of enabling and asset-based approaches that reduce the risk of crisis and respond effectively, ensuring our residents are 'Not just coping but Living' and delivering NH&S organisational values:

- Person-centred
- Empowerment
- Respect
- Inclusiveness
- Integrity
- Working in partnership

Hours of Work: 32 per week

Leave: 6.6 weeks per year inclusive of bank holidays.

2 days additional leave (pro rata) is awarded following 5 and 10 years' service.

Responsible to: Support Manager

Responsible for: Not applicable.

Main Duties:

- Providing one-on-one support to individuals living within our supported housing schemes who have complex needs and often dual diagnoses which can include, Schizophrenia, Personality Disorders, Bipolar and neurodivergent conditions.

- To develop and implement individual support plans based on a whole-team approach and according to assessed needs.

- Support Individuals to:

  - Maintain their mental stability
  - Create healthy habits and lifestyle choices to support long-term well-being
  - Build & maintain positive relationships with key service providers and safe secure social networks.
  - Understand, recognise and manage/respond to their own 'triggers'.
  - Build their emotional capacity, confidence and self-esteem.
  - Improve/maintain their physical well-being to enhance their life outcomes.
  - Attend important medical appointments and advocate on their behalf as required.

- Work closely with staff from other agencies where relevant and facilitate MDT Meetings as required.

- Proactively engage with the Community Mental Health Teams across Leicester and Leicestershire to ensure a whole-system approach to supporting service users.

- Co-produce individuals' 'Personal Goals' with Service Users and support the achievement of these throughout support sessions, mainly 1-2-1 delivery to occasional group-based delivery where deemed appropriate.

- Monitor and evaluate individuals' progress (using NH&S Personal Goal Plan), identifying any emerging needs or risks and/or safeguarding concerns and responding to these with a proactive and dynamic approach to reduce negative, risky behaviours and crises.

- Report promptly to the Line Manager and/or the organisation's Safeguarding Lead as appropriate any safeguarding concerns.

- In consultation with the Line Manager, prepare and review individual risk assessments.

- Participate in and facilitate where necessary, regular Case Review meetings.

- Ensure Service Users' files are accurate, up to date and kept securely, keeping regular detailed support logs using the online system.

- Assist Service Users, as required, to obtain grants/benefits to which they are entitled, liaising with appropriate departments as necessary.

- Keep timely, accurate and relevant records as required by the Operational Management Team – including records of expenditure and timesheets.

- Report promptly any repairs or maintenance that are noted or made aware to you within resident properties, to the Housing Co-ordinator.

- Report to the Line Manager any Service Users who are not keeping to the terms of their Licence / Tenancy / Support Agreement.

- Work as part of a team, providing cover for other Support Team members as required.

- Attend supervision sessions, Team Meetings, training and other meetings as required.

- Work within the policies and procedures of Norton Housing and Support Ltd.

- Carry out any other reasonable duties, as required by the Operational Management Team or Management Committee.

Data Protection and Confidentiality:

To work within the confidentiality and data protection policies and procedures of Norton Housing and Support, in particular by;

- Ensuring confidential information is kept in a secure location and not relayed to unauthorised personnel.

- Protecting computer systems from unauthorised access – e.g. maintaining the security of your password, not bypassing security software.

- Promptly reporting to your Line Manager any data breaches that you become aware of.