JOB DESCRIPTION FLOATING SUPPORT WORKER\*\*

JOB TITLE\*\* Floating Support Worker

REPORTS TO\*\* Director, Caerphilly Borough Mind

EMPLOYED BY\*\* Executive Committee Caerphilly Borough Mind

SALARY\*\* NJC Scale 18

HOURS\*\* 37 per week

BASED AT\*\* The Mind House, Ystrad Mynach

Purpose of post:\*\*

To provide flexible, housing related support to people with mental health needs to enable them to sustain their tenancies, thrive and live independently. Engage with service users and build trusting therapeutic relationships, utilising a recovery based approach to encourage positive mental health and coping skills.

The role will include visiting service users in their own homes as part of a structured approach to their support, working closely with other professionals and agencies to provide a co-ordinated service which meets the identified needs of the individuals.

* To support service users in paying rent, budgeting and managing their finances and to ensure that they are able to maximise their income by liaising with Welfare Rights agencies.
* To advise and support service users in all aspects of managing their tenancy and maintaining the safety, hygiene and comfort of their home.
* To work in a person centred and anti-discriminatory manner, ensuring that service user’s rights and entitlements are respected.
* To be flexible and responsive to the needs of service users as directed by their Individual Support Plans.
* To respect the service user’s right to privacy and to ensure that their dignity is maintained at all times.
* To promote the service user’s self esteem and enable them to express their preferences and make choices and decisions.
* To enhance the confidence and coping abilities of service users through encouragement and positive feedback. To enable service users to develop skills in planning and self organisation and to encourage them to maintain appointments and commitments.
* To develop warm and trusting relationships with service users to encourage them to express their needs, views and concerns.
* To support service users in meeting their cultural and spiritual needs and in expressing their personal identity.
* To encourage service users to identify their strengths and interests and to support service users in accessing social, leisure, education and work activities. To promote the personal development of service users through developing support plans which outline goals and aspirations for the future.
* To enable service users to participate in their local communities and to enjoy the rights and responsibilities of citizenship.
* To encourage service users to take as much responsibility as possible for their own physical and mental health and to access primary health care and other services including group therapies and activities provided by Caerphilly Borough Mind. To promote a healthy lifestyle and to give person-centered support in respect of diet, exercise, symptom and stress reduction, smoking cessation and weight management.
* To assist in monitoring service users’ mental health and general well-being and to inform the Support Co-ordinator and relevant agencies of any concerns or significant changes in their needs and circumstances. To report any concerns regarding the safety of vulnerable adults or children with immediate effect through the Local authority.
* To advise and support service users in respect of drug and alcohol use. To support service users who wish to reduce or stop using non prescribed drugs and alcohol and work within the principles of harm minimization. To work closely with drug and alcohol agencies to enable people to engage with treatment programmes.
* To work within agreed risk management guidelines and to assist service users in reducing risks to themselves or others. To promptly report all concerns regarding risks to senior staff.
* To maintain a high standard of customer care and to encourage feedback from service users and other agencies. To promptly report and document all complaints, suggestions and feedback.
* To take appropriate action in the event of mental health crisis and other emergencies.
* To ensure that accurate records are kept in the prescribed format. To document all work undertaken in support of service users, their general progress, any concerns and any communication or liaison with other agencies.

Other

* To notify your Line Manager of planned whereabouts and to submit accurate time-sheets weekly.
* To provide regular verbal and written reports to your Line Manager.
* To accept regular support and supervision from your Line Manager.
* To carry out all work in a manner consistent with the aims of the service and the principles of recovery.
* To comply with Caerphilly Borough Mind’s Equal Opportunities Policy.
* To maintain confidentiality at all times, in accordance with the agreed policy.
* To identify training needs in discussion with your Line Manager and to attend training events and courses as required.

Personal specification\*\*

Essential\*\*

* Ability to work alone and on own initiative
* Ability to deal with challenging situations
* Ability build self-confidence and respect
* The ability to maintain clear and accurate records
* Ability to advocate on behalf of service users
* A good understanding of household budgeting and basic life skills.
* Ability to empower others
* Good interpersonal skills, with the ability to build and maintain relationships
* Experience of working as part of a team

10 An understanding of equal opportunities

11 It is essential that the post holder can occasionally work outside normal working hours – evening or week-ends.

* An understanding of confidentiality and privacy
* Experience of supporting vulnerable people
* A full driving licence and access to a car.

Desirable\*\*

* Basic first aid
* Some counselling skills
* Knowledge of working in a community setting

4 Knowledge of benefit system

* Experience of working with groups
* Knowledge of Mental Health and Community Care strategies
* Knowledge of “supporting People” legislation

This post is subject to an enhanced DSB disclosure.\*\*

Job Type: Full-time

Salary: £18,070.00 /year