

LONDON BOROUGH OF HACKNEY

JOB DESCRIPTION

POST TITLE:	Support Worker - Mental Health
DIRECTORATE	Health and Community Services
SERVICE	Adults, Health and Integration
GRADE:	Scale 6
LOCATION:	East London NHS Foundation Trust
RESPONSIBLE TO:	Senior Support Worker - Mental Health
RESPONSIBLE FOR:	N/A

PURPOSE OF THE JOB

This is a London Borough of Hackney (LBH) role, based at East London NHS Foundation Trust (ELFT). ELFT provides a comprehensive mental health service to people from a diverse range of cultures and ethnic groups covering the City of London, Hackney, Newham and Tower Hamlets. The post holder should be dedicated to providing high-quality mental health social care within diverse, multi-disciplinary teams, with focus on delivering exceptional interventions that achieve the best possible outcomes for individuals with mental health needs.

Providing an outreach service, as detailed in agreed individual support plans, to allow people with severe and enduring mental health needs to live stable and satisfying lives in the community. To assist service users to access leisure, educational, vocational and employment opportunities. To support the carers, relatives and neighbours of people with severe mental health needs living in the community.

KEY ACCOUNTABILITIES

- To ensure the provision of outreach, support and reablement services to service users with severe and enduring mental health needs as detailed in their Care Act and/or s117 plans. To deliver services of a high and measurable quality and create an empowering and participatory environment for service users.
- To support adults with a primary mental health need to help prevent, reduce and delay needs under the Care Act 2014 and to support care plans that support recovery and independence in the community.
- To identify and raise safeguarding concerns in line with current protocols.

- To take on a caseload of service users. To work in partnership with service users, carers and social work staff to formulate agreed outcome focused and time-specific support plans under principles of the Care Act 2014 . To ensure regular reviews of support plan objectives and outcomes.
- To support service users in the development of independent living skills. To advise and assist users in independently managing their accommodation, finances, leisure and recreation, and mental health needs. To liaise with Locality Mental Health Teams, Primary Care providers, housing providers, benefits agencies and other relevant services to ensure service users' needs are met.
- To facilitate service users' access to Primary Care and other community health services in the voluntary and charity sector. To monitor service users' mental health needs and their engagement with treatment plans.
- To promote service users' access to community-based leisure, recreation, education and training resources and employment opportunities.
- To ensure accurate and up-to-date recording of all contacts with outreach service users, care co-ordinators and others. To maintain and manage service user records in compliance with Directorate standards and legislation. To ensure that confidentiality is maintained in respect of information regarding service users and their carers, in accordance with Directorate policy.
- To liaise effectively and appropriately with line managers, colleagues, carers and others in relation to risk assessment, risk communication, and risk management.
- To keep informed and up-to-date with legislation, guidance, policy and good practice in the field of mental health and adult social care.
- To act at all times and to carry out all duties in the context of and in compliance with the Council's policies and frameworks.
- To provide reablement support to service users in the community, offering both practical and emotional support to help people achieve greater independence.
- Provide short term step down or 'home from hospital service' to facilitate service users returning home from psychiatric hospital.
- Provide a 'step up' period of increased support where a client's mental or physical health is indicating a risk of hospital admission.
- To provide support to maintain a tenancy when a service user's tenancy is at risk due to mental health.

It is expected that the post holder will work flexibly and undertake a range of duties which are within the scope of the post and the competencies of the post holder. This list of key accountabilities is neither exclusive nor exhaustive.

ANTI-RACISM & EQUAL OPPORTUNITIES

Hackney aspires to be an anti-racist organisation. The post holder should demonstrate through personal and professional example, a commitment to dismantling systemic racism, discrimination and injustice. We expect staff to make anti-racism and anti-oppressive ways of working a foundation of their practice.

To demonstrate a commitment to Anti-racism, equality of opportunity for all groups of staff and service users and to challenge discrimination, racism, sexism and other forms of unjust behaviour. Actively cultivating an inclusive, learning environment, celebrating cultural, heritage and religious diversity.

The post holder is expected to be committed to the Council's core values of public service, quality, equality and empowerment and to demonstrate this commitment in the way they carry out their duties

NB: All employees are expected to adhere to the Council's Diversity & Equality and Health and Safety Policies.

Hackney is committed to safeguarding and promoting the welfare of children and vulnerable adults and operates stringent safer recruitment procedures.

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KNOWLEDGE, SKILLS AND EXPERIENCE

- Working knowledge of Mental Health and Community Care legislation and guidance including the Mental Health Act 1983 and the Care Act 2014.
- Knowledge of welfare rights and benefits as applicable to the needs of individuals with severe mental health needs living in the community, including knowledge of Welfare Rights and Housing Benefits.
- Knowledge of the role of community support services in the care and rehabilitation of individuals with severe and enduring mental health needs.
- Ability to engage and work in partnership with individuals experiencing severe and enduring mental health needs, providing emotional and practical support as required

by individual care plans. Ability to work with service users and carers in their home environment and to manage appropriate professional boundaries.

- Knowledge of the principles of reablement and recovery in the context of mental health.
- Ability to work in partnership with other professionals from a range of statutory and non-statutory agencies, including Locality Mental Health Teams, GPs and other Primary Care providers, welfare and benefits agencies and housing, leisure, recreation and training providers.
- Ability to manage a caseload and to prioritise tasks, and to ensure regular reviews of objectives and outcomes.
- Ability to maintain accurate, accessible and up-to-date records in accordance with departmental, corporate and legislative guidelines and requirements. Ability to maintain appropriate confidentiality.
- Ability to monitor mental health of services, escalate concerns to health colleagues and support them in their programme of treatment.
- Ability to engage with regular, planned supervision and appraisal of performance.
- Ability to work with service users to support and promote strengths-based practice, including the facilitation of service user led resources and initiatives.
- Ability to act at all times in accordance with the Council's policies and procedures and to carry out duties in the same context.
- Ability to act at all times and to carry out all duties in the context of and in compliance with Council's Equal Opportunities policies.

Desirable Criteria

- Current driving licence.
- Experience of working with mental health service users in the development of independent living skills, and of assisting and advising service users in independently managing their accommodation, finances, leisure, recreation and mental health needs.

NB: All employees are expected to adhere to the Council's Equality & Diversity and Health & Safety Policies.