

**Job title:** Support Worker  
Mental Health Services (Islington)

**Line manager:** Team Leader

**Grade (if applicable):** C12

**Direct reports:**



## Role Context:

At Peabody we are committed to providing assistance to our own vulnerable tenants and people living in our communities who need support to live well and independently. We provide specialist housing, care, and support to people who are socially excluded, disabled, unwell or homeless.

Our Islington Mental Health services provide high quality support to people who have a history of serious mental illness. You will work to support our customers in a collaborative way around a variety of needs including promoting their recovery, independent life skills, training, and education, maximising their income, substance use and move-on. You will complete a 7.5 hour. This could be Monday – Friday or could include working some evenings and weekends.

## Role Purpose:

You will deliver high quality and effective support services, which promote the independence, wellbeing and inclusion of customers whilst complying with Peabody's policies and procedures and the principles of best practice.

## Key results:

- Carry out needs and risk assessments, complete support plans, provide support, and carry out reviews, in accordance with policies and procedures and the requirements of stakeholders and funders.
- Work with our customers in a person centred, recovery focused and trauma informed way.
- Promote the principles of co-production with our customers.
- Support customers to maximise their income, to access benefits, and to budget to cover domestic bills and living expenses.
- Support customers to sustain their housing and identify and move onto housing which meets their needs.
- Accurately input all client data onto an electronic monitoring system and ensure records are maintained to evidence key performance targets and comply with commissioner requirements.
- Liaise promptly with colleagues, partner agencies and other stakeholders regarding safeguarding, welfare, and risk concerns in accordance with Peabody policy.
- Participate in customer reviews, team meetings and training courses.
- Actively promote the remit of the service to a range of customers and other professionals as appropriate.
- Attend stakeholder and partnership events as required.
- Prompt customers re. medication and encourage self-management of health and wellbeing.
- Work as part of a team to achieve service objectives as identified by the contract requirements.
- Implement the association's equal opportunities policy as an integral part of all duties and observe the letter and the spirit of the policy at all times.
- Maintain safe practice at all times in accordance with Peabody's policies.
- Undertake administrative duties and any other reasonable requests from your line manager.
- Ensure that all duties are carried out to the highest standard, and in accordance with policies and procedures.
- To carry out any other duties, within an appropriate level of responsibilities as required.
- To be able to support customer in the community and to develop their skills and independence when accessing the community.
- To promote, at all levels, the service vision, values, and strategic objectives.

**Version Date:**

**Signed off by:**

## Success metrics:

- Play an active and key role in achieving your teams' objectives.
- Be professional with other departments and stakeholders that you deal with during the course of your work.
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- Be supportive of colleagues and promote excellent teamwork.
- Play your part in maintaining a safe and regulatory compliant service by adhering to policy, procedure, and quality standards.
- Keep learning and improving your practice. Be open to feedback on your performance from others, including learning from mistakes and complaints.
- Externally represent and promote Peabody by being professional and positive.
- Appreciate the importance of recording, maintaining, and managing sensitive information and data within your role.
- Protect the human rights of colleagues and customers reporting any concerns and challenging and discriminatory attitudes or practice.
- Know when and how to report an error, complaint, or any concern.
- Abide by and promote a positive health and safety culture, ensuring that activities are carried out in accordance with Peabody Health and Safety policies and procedures.
- Adhere to the organisation and social care Codes of Conduct.

## About you:

### You will be:

- Committed to providing excellent customer service – whether you are in direct contact with customers, speaking to them on the phone or dealing with internal colleagues.
- Kind and empathetic and respect the individual characteristics and needs of the very diverse range of customers you'll be dealing with.
- Experience of using support planning and risk assessment tools.
- Experience and knowledge of best practise in working with a mental health client group or vulnerable adults and promoting their recovery and independence.
- Passionate about being able to make a real difference in peoples' lives.
- Able to communicate effectively with customers, staff, and external agencies.
- Effective at Report writing and IT literacy including Word, excel and data entry systems.
- Be able to work as a team.

### You will have:

- Have an approachable manner and the resilience to cope with a busy, challenging, and emotive job.
- Ability and confidence to lone work.
- Knowledge of Safeguarding vulnerable adults.
- Knowledge of Equality, Diversity and Inclusion for this client group and knowledge to be able to challenge discrimination and stigma.
- Knowledge of Health and Safety in a supported housing environment.
- Ability to provide excellent customer service.
- Empathy for the client group.
- Have some experience and knowledge of the Recovery Model and Trauma Informed Care.
- Have a desire to have achieved a formal qualification relevant to the client group such as QCF level 2 in Health & Social Care or higher or be willing to work towards this.
- Some experience working with people with a Dual Diagnosis.