

Job title: Support Worker – Mental Health

Line manager: Sharon Gale

Grade (if applicable): C12



Role Context:

At Peabody we are committed to providing support 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 HPFT-funded services in Hertfordshire operate across two locations, providing housing-related support to adults with lived experience of mental health challenges who would benefit from a medium level of support. The service is delivered in a trauma-informed way, helping individuals to build stability and move forward with the goal of living independently in the community.

As a Support Worker, you will work alongside customers to support their recovery and day-to-day development, including building independent living skills, accessing training and education, maximising income, addressing substance use, and preparing for move-on. You will take a person-centred approach, tailoring support to individual goals and aspirations.

This is a rewarding and varied role where you can make a meaningful impact from day one. You will work predominantly at our Cheshunt service, covering 37.5 hours per week, typically Monday to Friday, 9:00am to 5:30pm, with some flexibility required, including participation in an on-call rota with additional payment.

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 maintain their housing and plan for suitable move-on accommodation.
- 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.
- Apply the organisation's equality and diversity principles in all aspects of your work.
- Work safely and deliver all duties to a high standard in line with Peabody's policies and procedures.
- Undertake administrative duties and any other reasonable requests from your line manager.
- To carry out any other duties, within an appropriate level of responsibilities as required.
- 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.
- 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:

- Provide excellent customer service in all interactions with customers and colleagues.
- Demonstrate kindness and empathy, respecting the diverse needs and backgrounds of all customers.
- 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.
- Work across two services, with flexibility to support additional services and undertake evening or weekend work where required.

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.
- Demonstrate compassion and understanding when working with customers.
- Have 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.