

Job title: Support Worker Mental Health Services

Line manager: Team Leader

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.

Role Purpose:

As support worker you will deliver high quality and effective support services, to help develop the skills and confidence our customers need to have a more fulfilling and independent life to reach their goals to flourish and thrive in the communities where they live. You will care about their human rights and protect these where they are challenged. This role is full of opportunities, and you will have a meaningful impact on our customers lives from day one.

Key results:

- Carry out needs and risk assessments, complete support plans, provide support, and carry out reviews, in accordance with Peabody's 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 with all parts of their daily lives, such as money and home management including finances to maximise their income and budgeting to cover domestic bills and living expenses.
- Support customers to sustain their housing and identify and move onto alternative housing which meets their needs in the future.
- 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's policy and procedures.
- 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 Peabody'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 lone working policy.
- Promptly report any complaints, accidents or unusual incidents to the relevant person.
- Participate and contribute to own appraisal and supervision sessions.
- Attend appropriate training activities to maintain a high standard of customer support and competence as agreed with your manager.
- Ensure that all duties are carried out to the highest standard, and in accordance with policies and procedures.
- To promote, at all levels, the service vision, values, and strategic objectives.
- Undertake administrative duties and any other reasonable requests from your line manager.

Success metrics:

- Play an active and key role in achieving your teams' objectives.

Version Date:

Signed off by:

- Be professional with other departments and stakeholders that you deal with during your work.
- Be supportive of colleagues and promote excellent team working.
- 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's 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 will be working 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 have good IT literacy and can confidently use Microsoft Office including Outlook, Word, Excel, SharePoint and data entry systems.
- An effective team player working within allocated shifts on a rota basis including weekends and potentially across other services.

You will have:

- An approachable manner and the resilience to cope with a busy, challenging, and emotive job.
- The ability and confidence to lone work and as part of a team.
- 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.
- The ability to provide excellent customer service.
- Empathy for the client group and a strong desire to work with vulnerable customers to achieve positive outcomes.
- Some experience or knowledge of the Recovery Model and Trauma Informed Care.
- 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.
- A DBS check result that Peabody is happy with.

Desirable not essential:

- Some experience of working with people with a Dual Diagnosis.