

Job Description

JOB TITLE	Bank Support Worker
REPORTS TO	Care Services Manager
HOURS	Bank Staff (0 hour commitment)
SALARY	£8.91 per hour
BASED FROM	West Bromwich and Bloxwich

PURPOSE OF THE ROLE

To assist vulnerable clients in a range of settings with mental health needs.

To support residents with a range of issues which could include, but is not exclusive of; managing their accommodation successfully, maximising their income, exploring work or education opportunities, and in maintaining a presence in the community.

To support the Care Services Manager by taking on elements of the duties of that post, as delegated from time to time, eg. to attend meetings.

PRIMARY RESPONSIBILITIES

- To provide safe, effective care and support to clients with mental health conditions within their own/care home
- To ensure that clients are treated with dignity and respect at all times
- To work within the 'recovery model' promoting choice and independence for clients at all times and to treat clients with dignity and respect.
- To work at all times in compliance with the Health & Social Care Act and any amendments to this legislative framework.
- To carry out duties in line with the requirements of the support worker role
- To encourage and support clients to be fully involved in the development and delivery of their care and support package
- To provide support to clients on an individual and group basis as appropriate
- To encourage/assist clients in the performance of everyday tasks e.g. cooking, cleaning their property, laundry, shopping and trips out, appointments etc. where appropriate and to encourage independent living skills at all times.
- To support clients to maintain the upkeep of appropriate standards of cleanliness and hygiene in their home.
- To support clients to report any maintenance issues within their home.
- To reduce social isolation.
- To take part in the implementation and review of care and support plans.
- To contribute to other written records as required.

- To monitor and report changes in the mental health and physical wellbeing of the clients.
- To respond effectively to clients changing needs in both a reactive and proactive manner.
- To accurately handover and communicate information to other staff as required.
- To work in partnership with other agencies and organisations towards these aims, as appropriate.
- To take on duties as delegated by the Manager.
- To follow/work within individual support plans in partnership with each client (working within the recovery and outcome focussed model of delivery)
- To provide person centred, practical support and reassurance to enable clients to manage/maintain their accommodation successfully, to improve their quality of life and to maintain a presence in the community.
- To use whichever outcome measurement tool deemed necessary by the Manager, this may include written or electronic methods of recording.
- To complete risk assessments and report any safeguarding issues through the appropriate channels.
- To maintain clear and concise, factual notes in relation to the service provided to each client, including recording of every contact with the client together with any duties or contacts made as part of the support package.
- To manage own time effectively, ensuring value for money for clients.
- To liaise with a range of professionals, including but not exclusive of health, housing, benefits agencies, other support providers as appropriate.
- To provide the support perspective (as opposed to care perspective) when attending multi-disciplinary service reviews, care management reviews, etc.
- To liaise with relevant partners where signs of relapse and/or dis-engagement are apparent.
- To develop and maintain a good working knowledge of community resources which may be relevant to the needs of clients, and share where appropriate.
- To assist and advise clients in matters pertaining to welfare rights and benefits, to keep up to date with benefit changes and new reforms.
- To assist in resolving conflicts with neighbours, addressing anti-social behaviour, and other accommodation related issues.
- To participate in team meetings and to engage in regular supervision sessions with your Manager.

Note: This is not intended as an exclusive list of responsibilities, which may differ with the development of the organisation.

<p>GENERAL</p>	<ul style="list-style-type: none"> • Attend meetings and events as required by the nature of the role and as agreed by the organisation. • Undertake an active role in personal development through training and development as required and agreed by the line manager and which is foreseen as commensurate to carrying out the role and duties • Undertake any other duties and responsibilities as may reasonably be required within the scope of the post. • At all times, address internal and external enquiries in a professional manner ensuring courteously addressing internal and external customers, specifically showing sensitivity towards those who may have mental health issues and challenges. • At all times, maintain organisational, client and employee confidentiality and adhere to the General Data Protection Regulations and any subsequent legislation which supersedes said Act. • Undertaking all duties and acting at all times, in accordance with the organisation's Policies and Procedures, particularly in respect of Equality & Diversity, Confidentiality and Health & Safety.
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CONDITIONS OF EMPLOYMENT

Wherever you are initially based, it must be recognised that the company reserves the right, giving reasonable notice, to relocate the post holder, dependent on the requirements of the organisation, at any time. All employees MUST abide by the Terms and Conditions as per the Staff Handbook and Offer Letter document.

PERSON SPECIFICATION

QUALIFICATIONS	ESSENTIAL	DESIRABLE
A relevant NVQ award or similar		✓

EXPERIENCE	ESSENTIAL	DESIRABLE
Experience within the mental health sector	✓	

KNOWLEDGE / SKILLS	ESSENTIAL	DESIRABLE
Understanding the effects that mental ill-health can have on the lives of people living in the community	✓	
Respect for the rights and dignity of people who have mental health needs	✓	
An enabling approach to support work	✓	
Able to assess the needs of current and potential service users	✓	
Numerate and literate	✓	
Good time management skills	✓	
Able to speak another language		✓

ESSENTIAL BEHAVIOURS	
Self-awareness	Identifies and is aware of own values, principles and assumptions and is able to learn from experiences
Compassion	Understands and is sensitive to cultural and personal differences while interacting with others
Striving for Excellence	Focused on delivering the best possible service and consciously seeks out and implements improved ways of working
Proactivity	Sets high standards for oneself and others, guiding, motivating and developing to achieve high performance and meet the organisation's mission, objectives and statutory obligations
Building and Maintaining Relationships	Develops rapport and works effectively with a diverse range of people, sharing knowledge and skills to deliver shared goals
Communicating and Influencing	Presents information and arguments clearly and convincingly so that others see us as credible and articulate, and engage with us
Responsible use of Resources	Takes personal responsibility for using and managing resources effectively, efficiently and sustainably
Grit and Resiliency	Is flexible and adapts positively, to sustain performance when the situation changes, workload increases, tensions rise and priorities shift.