



JOB PROFILE		
Job title	Service / area	Line manager
Mental Health Support Worker	IOW	Team Leader
JOB PURPOSE To be part of a team that supports clients in keeping them safe and helping them achieve their goals. To provide people with homes and specialist support so they feel more valued and secure, and ready to take the next steps.		
MAIN RESPONSIBILITIES <ul style="list-style-type: none">• To assess the needs of each client, helping to develop their individual support plan to achieve their goals• To produce and regularly review comprehensive client-based risk assessments• To effectively de-escalate difficult situations• To signpost clients to partner agencies and additional services that provide support in the community to manage their mental health• To support clients in trauma informed and psychologically informed ways• To adhere to safeguarding responsibilities, following our safeguarding policy and procedure• To help maintain health and safety, ensuring clients, visitors and buildings are safe in accordance with Health and Safety regulations, policy and procedures• To provide basic first aid assistance until help arrives (full training is provided)• To work confidently and efficiently when lone working• To maintain accurate records on our client management system and ensure these are stored in line with GDPR• To maintain confidentiality• To represent the organisation in a professional manner• To carry out any other reasonable duties required in the interest of the organisation		
ROLE REQUIREMENTS		
<ul style="list-style-type: none">• This role will require an Enhanced with Barred List(s) disclosure and barring service check is a requirement for this role. This would be completed on appointment of the role.• This role will require a full drivers' licence and access to a vehicle• This role will require you to work with clients on a one-to-one basis• This role will require you to work nights and/or weekends• This role will require you to lone work		

EXPERIENCE, QUALIFICATIONS/TRAINING, KNOWLEDGE, AND SKILLS

ESSENTIAL CRITERIA

- Strong communication skills, both verbal and written
- Clear verbal and written English
- Good keyboard skills for data inputting
- Good working knowledge of Microsoft Outlook, Excel and Word
- Confident and assertive manner
- Ability to self-motivate as you will work on your own
- Effective team working
- Ability to respond calmly to crisis
- Deal promptly with and effectively react to challenging situations
- Have an interest and genuine concern for homelessness and related issues

DESIRABLE CRITERIA

- Experience of managing a caseload of clients
- Understanding of Mental health first aid
- Knowledge of voluntary and statutory agencies, housing regulations and the benefits system
- Understanding of risk assessment and person-centred, outcomes-based delivery

SUMMARY OF TERMS AND CONDITIONS OF EMPLOYMENT

Payment:	Paid on or around 25th of each month directly into your bank account
Pension:	Contributory pension with the Social Housing Pension Scheme
Annual leave:	25 days increasing by one day per year to a maximum of 30 days, pro rata for part time. Bank holidays are in addition to this
Probationary period:	Six months for new employees
Notice period:	Four weeks
Travel:	Business mileage paid (HMRC rate)