



# Support Worker Route One Job Description

Ref: 919

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Fixed Term Contract Ending 30<sup>th</sup> April 2020

## Job Summary

To provide support to 60 clients with mental health and complex support needs, across 8 residential properties. To ensure that tenancies are sustained and a range of needs are met, such as access to mental health / addiction and health services, assistance with welfare benefits, budgeting, life skills, general coaching support, promoting health, independence, and participation in the wider community. To ensure that clients move on to more independent accommodation, within agreed timeframes.

## Responsible To / For

- Deputy Manager, Operational Manager and through line management to the Board of Management.

## Significant Working Relationships:

- a) Brighton Housing Trust
- b) Sussex Partnership NHS Foundation Trust
- c) Brighton and Hove City Council
- d) Benefits agency
- e) Statutory and Voluntary organisations

## Duties / Responsibilities

### Client-related support

1. To provide emotional, practical and housing-related support, using a positive, empowering, recovery- focused approach.
2. To provide intensive and flexible levels of group and 1:1 support to clients with mental health, substance use and housing support needs.
3. To provide responsive support intervention to clients at times of crisis.
4. To be the dedicated worker for an identified case load of clients, within a psychologically informed framework.
5. To assess the needs of clients upon referral and to develop a relationship involving coaching, low-key counselling, practical support, and signposting to other agencies where appropriate.

6. To use the Outcomes Star to assess needs, develop goals and create person centred support/action plans.
7. To devise robust risk assessments, which are reviewed at agreed timeframes, and jointly-planned with external services, as necessary.
8. To attend all relevant multi-agency meetings, including safeguarding meetings, MARAC, discharge planning meetings, and participate in multi-agency support and risk planning meetings.
9. To support clients to maintain health, safety and hygiene standards, and develop life-skills, including self-care, shopping, cooking, and cleaning.
10. To provide assistance with budgeting, benefits, income maximisation, and the prevention of service charge/HB arrears.
11. To assist clients with physical health needs, including signposting/referring to appropriate services.
12. To assist with the design and delivery of the in-house group work programme.
13. To actively promote client involvement, including the development of an in-house Peer Support Programme.
14. To support clients in accessing the wider community, including education, training and employment.
15. To work alongside Sussex Partnership NHS Foundation Trust in the provision of coordinated, consistent and structured support packages.
16. To use BHT's client database to maintain professional casework files and to fulfil monitoring requirements.
17. To liaise with Housing Benefit, DWP, BHT Housing Services, landlords, and any other relevant statutory and voluntary agencies in providing support to clients.
18. To ensure that professional standards are maintained and that professional working practices are implemented and evaluated in order to meet the needs of residents, to include the audit of risk assessments, support plans and outcomes.

### **Property management**

19. To assist with the upkeep of all properties, including cleaning communal areas.
20. To ensure that all tenancy-related administration is accurately completed and submitted within appropriate timeframes, including Housing Benefit claims, licence agreements, and CORE forms.
21. To raise and monitor maintenance/ repairs, and liaise with BHT Housing Services as appropriate.

22. To undertake and record all property health, safety, and fire checks within agreed timeframes.
23. To participate in all tasks related to minimising void periods, including cleaning/clearing void rooms/flats.
24. To work within BHT Health and Safety Policies.

### **General**

25. To assist with the collection of weekly charges when clients do not have a bank account.
26. To use Microsoft Office programs including Word, Outlook and Excel.
27. To work within BHT rent arrears policy and procedure.
28. To assist the manager in developing the service, including leading on projects for continual improvement.
29. To assist with coordinating referrals, including liaison with referral agencies, and conducting multi-agency referral assessments.
30. To participate in line management supervision, learning and development opportunities, and annual appraisals.
31. To develop an effective network of communication with relevant services/agencies in the community.
32. To attend, on request, internal working groups, and relevant external meetings.
33. To work within all BHT policy and project procedures.
34. To undertake such duties appropriate to the grade and character of the work as may be reasonably required.
35. It is the duty and responsibility of each employee to familiarise and comply with, Brighton Housing Trust's health and safety policies and procedures. You are responsible for taking care of yourself to avoid injury to yourself and other persons who may be affected by your acts or omissions at work. You will be required to co-operate with BHT and others in meeting statutory requirements.

**No job description can cover every issue which may arise within the post at various times and the post holder is expected to carry out other duties from time to time which are broadly consistent with those in this document.**