

## **Job Summary**

The role will involve managing a varied caseload through assessment and one to one support to inspire hope and motivate clients to work towards their chosen goals whilst promoting their mental and physical wellbeing, taking into account the person's wider social determinants of health. You will also be involved in delivering a part of the group programme and have the opportunity to supervise one of the wider team. You will have the ability to work autonomously and to take responsibility for an area of development within the service

## **Responsible To**

- Community Services Manager
- Through line management to the Trust's Board of Management.

## **Significant Working Relationships**

- Clients
- Volunteers
- Brighton Housing Trust staff
- Relevant statutory and voluntary organisations concerned with the interests of clients

## **Duties / Responsibilities**

1. To provide support within a prescribed location/service, as defined in your terms and conditions of employment.
2. To support clients and/or staffing team to successfully deliver agreed service/project objectives.
3. To provide practical and/or emotional assistance and support to clients.
4. To be involved with the planning and delivery of a programme of activities and evaluate this with clients to ensure it meets their personal goals and aspirations.
5. To carry out client needs' assessments.
6. To supervise a designated member of the staffing team, including volunteers.
7. To support clients with mental health issues to attend groups, one to one support, activities, training, and personal & professional development opportunities.
8. To assist in enabling clients to develop their self-confidence, self-esteem and to be self-determining through successful completion of a programmes of activity / training / development.

9. To complete and maintain up to date records on a daily basis as directed by your line manager.
10. To offer clients a safe environment to express themselves creatively whilst being supported in a recovery focussed way which also addresses issues of social isolation.
11. To work alongside other recovery workers, volunteers and peer mentors working within the service.
12. To assist colleagues, senior staff, tutors in supporting and coaching clients/students.
13. To assist in the continuous monitoring and evaluation of the service according to the requirements of the contract, identifying and managing risks to ensure compliance.
14. As directed by your Line Manager, keywork with a specified number of clients (through one to one individual support), experiencing mental health issues and/or complex needs and assist them in identifying and achieving personal goals and aspirations.
15. To liaise with statutory personnel and voluntary organisations within the local area, to encourage partnership working and increase the range of opportunities available for clients.
16. To help facilitate regular client meetings and work closely with the client engagement service (OCC).
17. To take responsibility for identified lead areas and attend relevant meetings and training as required.
18. To supervise a designated member of the staffing team, including volunteers.
19. To lead on completing needs assessments with clients.
20. To oversee the carrying out of person-centred plans with clients.
21. To lead in the move-on of clients, when assessed as ready.
22. Assist in ensuring Health and Safety risk and quality compliance with senior staff.
23. To assist in the continuous monitoring and evaluation of the service/client outcomes alongside senior staff.
24. To undertake such other duties appropriate to the grade and character of work as may be required.

**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.**

**For confidentiality and data security: whilst working for BHT you may gain knowledge of confidential matters which may include manual, electronic personal and medical information about our Board Members, Staff, clients, residents or third-party**

**contacts. Such information must be considered strictly confidential and must only be used for the purpose for which it was obtained for. Failure to observe BHT's GDPR & Data Protection policies and procedures could lead to disciplinary action. In addition, you must comply and handle personal data securely in accordance with BHT policies and procedures, including the IT Security Policy and Computer Use Policy.**

**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.**