

## Job Description

Job Element	Detail
<b>Job Title:</b>	Support Worker Outreach, Staffordshire
<b>Responsible to:</b>	Scheme Manager
<b>Scheme/Location:</b>	Self Harm Support & Recovery / Whittle Court
<b>Main Purpose</b>  <b>(Overall objectives of the post)</b>	<p><i>* passionate * creative * equal * empowering * sustainable</i></p> <ol style="list-style-type: none"> <li>1. Ensure that people with complex needs and at times challenging behaviour are supported to achieve independent and fulfilled lives.</li> <li>2. Supports customers to assess their needs, design and deliver support plans which help them achieve their goals.</li> <li>3. Ensure the scheme achieves its support targets.</li> <li>4. Support other staff to contribute to the development and delivery of the service.</li> <li>5. Facilitate customer group sessions delivering workshops</li> <li>6. Evaluate journey/impact of the service with the customer</li> </ol>
<b>Duties &amp; Responsibilities</b>	
1) Assessment & Support Planning	<p>Assesses needs and agrees support plans in a timely way in line with casework standards and Brighter Futures support work models and philosophies.            Design and deliver support plans in line with case work standards.            Develop effective and co-operative relationships with partner agencies.            Complete and update risk assessments and design risk management plans.</p>
2) Security, Health & Safety	<p>If necessary exclude customers for a temporary period subject to review where there is an unreasonable risk to the health and safety of other customers and staff.            Contribute to ensuring a clean and safe environment in line with health and safety policy.            Work in constructive ways with customers to avoid exclusion from the service.            Ensure the environment offered is of high quality and in line with health and safety policies, fire drills, inspections and requests for maintenance are understood by customers and other staff.            To ensure that maintenance or health and safety issues are dealt with appropriately.</p>

3) Safeguarding & Protection from Abuse	Provide written reports detailing safeguarding concerns and actions taken. Support and advise other staff on professional boundaries and conduct and report issues of concern as appropriate. Work with partners to ensure that customers and staff are protected from abuse, incidents are responded to and plans implemented. Operate professional boundaries and support others to do so. Ensure customers understand how they will be protected from abuse.
4) Client Involvement & Empowerment	Empower customers by supporting their thinking and decision making and helping them get in touch with their ability to do what they need to achieve their goals. Ensure that customers' enquiries, suggestions or complaints are responded to promptly and appropriately and in accordance with policies and procedures. Ensure that customers are consulted on all aspects of the service they receive and are able to take part in consultations and service improvement programmes. Help other staff to understand the support and empowering model. Ensure the information that customers need is readily available for them and distributed to them as soon as possible.
5) Fair Access, Diversity and Inclusion	Ensure that every customer has equality of opportunity and that no one is disadvantaged in their access into or exit from the service. Ensure that customers' needs are properly assessed and responded to in ways which respect their personal needs and preferences. Challenge as appropriate other staff and customers' oppressive practice or stereotyping.
6) Competences & Training	Take responsibility for your training and development. Attend training days booked and complete all elements of courses and assignments to the agreed standard. Undertake regular casework and reflective proactive supervision with Manager.
<b>Targets:</b>	Relevant contractual/scheme targets. Partners increase their referrals. Stakeholders maintain confidence in the scheme. Minimise exclusions. Ensure a high standard of health and safety.
<b>Scheme Specific Tasks:</b>	The role could include weekends and evening work. The scheme in which you are placed will provide you with a scheme specific induction.
<b>Behaviour &amp; Competences:</b>	Behaviour embodies Brighter Futures values and is within the Code of Conduct. In line with policies and philosophies.
<b>Hours of Work:</b>	37 hours per week Flexibility is required, may include evenings or weekends.
<b>Salary &amp; Benefits:</b>	Salary: L2 to L3 £18,775.50 - £20,080.05 per annum 27 days annual leave plus 8 additional days Scottish Widows Group Personal Pension Plan, including life assurance and group income protection Health Cash Plan Occupational Sick Pay Staff Counselling Service



## Person Specification – Support Worker – Clubhouse Network and Echo

We want the post holder to demonstrate the following competencies to a high level and use them in their work. We will be looking for evidence of the following key competencies during the selection process, if you are shortlisted

<ul style="list-style-type: none"><li>• Communication and Clarification</li><li>• Creativity, Innovation and Adaptability</li><li>• Commitment and Customer Focus</li><li>• Relationship and Team Working</li></ul>	<ul style="list-style-type: none"><li>• Respect, Integrity and Open-Mindedness</li><li>• Accountability, Self-Reflection &amp; Development</li><li>• Engaging with and Supporting Change</li></ul>
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Although we are keeping direct experience / knowledge requirements to a minimum, we need you to use the job application form to demonstrate your capabilities in relation to each of the criteria listed in sections 1, 2 and 3 below (Addressing each point in order). Use the answers to show how your competences have helped you achieve positive results. This will give you the best possible chance of being shortlisted.

### 1. Specific Qualification, Experience and Track Record

- 1.1 NVQ Level 3 (or equivalent) in Health and Social Care (or other subject relevant to this post which may include mental health, self harm or suicide prevention), or working towards.
- 1.2 Experience of supporting customers to achieve outcomes through support plans
- 1.3 Experience of risk assessments and design risk management plans
- 1.4 Able to establish good working relationships with colleagues, customers and external partners

### 2. Special Knowledge and Requirements

- 2.1 Knowledge of a range of policies relevant to working with vulnerable groups and people with complex needs.
- 2.2 Understanding of barriers and motivators to change
- 2.3 Effective communication skills, oral and written.
- 2.4 Knowledge of windows-based software, including Word, Excel, e-mail and the internet.
- 2.5 Ability to establish and maintain clear boundaries with customers

### 3. Additional Job Requirements

- 3.1 Ability to remain calm under pressure and difficult situations.
- 3.2 Must be self-motivated with a positive can-do approach.
- 3.3 Strong commitment to equality and diversity.
- 3.4 Ability to drive and have own transport is essential
- 3.5 Must be able to demonstrate a commitment to our Values.