

JOB DESCRIPTION

Mental Health Housing Worker

Pay Range	£24,397 - £26,649 per annum, dependent on experience	Service Area	Housing and Homelessness
Line Manager	Team Manager	Location	Buckinghamshire
Working Hours	Full time 37.5 hours	Contract	Permanent (subject to funding)

JOB PURPOSE

Our Mission

Our team of staff members and volunteers work alongside people to overcome life's challenges. Why? To work towards our ultimate goal of solving homelessness and achieving independence. We recognise that every human being encounters challenges in life and we're here to support anyone who finds themselves in a time of difficulty, either through directly offering our support, or helping them to find the right support elsewhere

Purpose of the role

The Mental Health Housing Support Worker is responsible for providing intensive housing support to people who are in crisis, often with complex mental health needs, to enable them to live independently in the community and avoid homelessness.

Providing a programme of individualised planned support, you will ensure your clients can access and maintain their accommodation, engage with services they need to maintain the mental and physical wellbeing, and maximise income.

Working closely with Bucks Mind Safe Haven service, Citizens Advice, Oasis Partnership and Adult Mental Health teams, you will provide alternative support to avoid crisis, avoid admission to hospital and support on improving overall mental health and wellbeing.

RESPONSIBILITIES

In relation to the clients:

- Work with clients to improve skills and overcome barriers so they are able to successfully move on to independent housing, including remaining in their own property without support and getting used to being in their own home.
- Work with client to engage, feel safe, identify issues and find solutions.
- Use a strength and needs assessment to jointly assess with clients their aspirations and identify individual goals, and support needs to achieve them.

- Create appropriate support and action plans, review regularly and monitor progress using appropriate tools such as Ladder of Change, Outcome Star.
- Identify support needs which can be met by other agencies and make referrals, developing casework links with agencies relevant to client needs.
- Support clients to access and engage with additional support services where needed (e.g., benefits, housing, tenancy support, wellbeing, education, jobs, physical and mental health appointments, wellbeing activities).
- Deliver support across a variety of platforms if needed, (e.g., face to face, telephone, email, digital).
- Visit client properties on a regular basis to provide support and advice.
- Be assertive and encouraging to ensure clients are engaging with their support at least weekly maintaining their recovery plan, and keeping all relevant agencies updated.
- Develop and sustain professional relationships with clients, motivating, encouraging and constructively challenging where appropriate.
- Work with clients on an agreed timeframe, based on mutual agreement.
- Persist with motivating clients positively when they are not engaging.
- Maintain client confidentiality at all times, with the exception of those covered under the safeguarding policy and procedure.
- Encourage clients to develop their practical life skills needed for their success in independent housing. (e.g., budgeting, paying bills, planning meals, shopping, cooking, navigating benefits).
- Provide support that is sensitive to the different needs of people. (e.g., culture, religion, background, personal beliefs, age, personal experiences etc).

In relation to the team

- Attend and participate in regular team meetings.
- Provide cover on an occasional basis for absent colleagues, and staff the office on a rota basis.
- Participate in regular support & supervision sessions.
- Attend appropriate training courses and participate in skill sharing sessions within the team

In relation to other agencies

- To represent Connection Support and its values with all stakeholders.
- Develop and maintain professional relationships with voluntary and statutory agencies, promoting co-working strategies when appropriate.
- To keep updated on legislation and policy change relevant to your role. (e.g., housing, welfare rights, mental health, drug use and offending behaviour).
- Liaise and work with colleagues in other agencies including Mental Health, Housing, Adult Social Care, and any other partners to ensure the smooth running of the service.

In relation to policy and administration

- To keep casework records up to date to meet contractual and legal obligations, and to enable Connection Support to monitor and assess its efficiency and effectiveness.
- To carry out all necessary administration in relation to case work, or the role.
- To work within Connection Support policies and procedures at all times.
- Promote and uphold Connection Support Equality, Diversity, Equity and Inclusion policy at all times.
- Support the team and organisation within reason, with any additional duties.

Additional Information:

Working hours: 37.5 hours per week, Monday – Friday.

Access to a car is essential due to travel across Buckinghamshire.

REHABILITATION OF OFFENDERS ACT

Connection Support is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment.

This post involves working with vulnerable children, young people or adults, therefore is exempt from the Rehabilitation of Offenders Act 1974. Applicants are therefore not entitled to withhold information about convictions, which for other purposes are 'spent' under the provision of the Act.

We are committed to carefully screening all applicants who will work with young people and adults with support needs. Employment checks and references will be undertaken on all prospective applicants, as well as a Disclosure & Barring Service check.

SAFEGUARDING STATEMENT

Employee

Carry out all duties with an awareness and understanding of the Safeguarding requirements within the area of responsibility. Work complies with all safeguarding policies and procedures that apply to the role. Behaviours and actions support the safeguarding of children, young people or adults with care and support needs as appropriate.

Manager

Ensure the necessary standards relating to safeguarding best practices/protocols are effectively communicated, monitored and maintained within the area of responsibility. Manage and update the standards as appropriate to the role. Safeguarding standards are monitored and maintained in compliance with organisational policy. Appropriate safeguarding training is provided, and standards are reviewed and updated as required.

Senior Managers

Ensure organisational safeguarding strategies reflect statutory requirements and best practice, and that these are understood and implemented within the area of responsibility. Ensure there is a proactive and positive Safeguarding Culture. Ensure the organisation meets its statutory Safeguarding requirements and that strategic risks are effectively managed.

