



# **Mental health Support Worker**

**This guide contains information about working in our  
mental health service.**

# About our Support Worker recruitment day

We're having a recruitment day on Thursday 25 April from 11am to 3pm.

To sign up, please apply online or email: [Julie-Ann.O'Malley@peabody.org.uk](mailto:Julie-Ann.O'Malley@peabody.org.uk).

Location: 1 Atkins Square, Dalston Lane, Lower Clapton, London, E8 1FA

You can get there by public transport:

- Bus routes 30, 38,55, 56, 106, 242, 253, 254, 276
- Hackney Downs and Hackney Central tube stations.

## Before the event:

- Download your CV onto your smartphone or complete the online application form for the Support Worker role.
- Bring three forms of ID with you This will help us onboard you into Peabody if you are successful with your job application:
  - Passport
  - Birth Certificate
  - Driver's licence
  - A bill/bank statement in your name

They will be scanned when you arrive and returned to you.

## At the event:

- Meet the team and or our customers.
- Learn about their experiences in our mental health services.
- You may be invited to meet some of our management team and do a short interview.

## After the event:

- We'll contact you and let you know if your application has been successful.
- If you are successful, we will invite you to one of our schemes to meet our team and customers.
- We may contact you to discuss the role further and make you an offer.

# About our Mental Health Services

We provide high quality housing support to people who have a history of mental illness and are preparing to move into independent living.

There are 80 colleagues in our mental health services, working across 10 different schemes in London around 7 different London and Essex local authorities.

## The role:

As a Support Worker, you will support our customers in a collaborative way around a variety of needs, including:

- promoting their recovery,
- independent life skills,
- training and education,
- maximising their income,
- substance use challenges,
- move-on.

Some of the key impacts of the role include:

- Support customers to maximise their income, to access benefits, and to budget to cover domestic bills and living expenses.
- Liaise promptly with colleagues, partner agencies and other stakeholders regarding safeguarding, welfare, and risk concerns in accordance with Peabody policy.
- Carry out needs and risk assessments, complete support plans, provide support, and carry out reviews, in accordance with policies and procedures and the requirements of stakeholders and funders.
- Work with our customers in a person centred, recovery focused and trauma informed way.
- Ensure that all duties are carried out to the highest standard, and in accordance with policies and procedures.

## **A day in the life of a Support Worker**

**Arrive** – Get a verbal handover or read a written handover from your colleague. Read the diary and emails. Plan in your day. All staff have a personal safety device which they log into.

**Appointments** – support customers to appointments, either by prompting them or going appointments with them.

**Health and Safety/ Fire checks** – complete checks of customers flats, rooms and buildings to ensure there are no repairs, health and safety concerns or fire risks.

**Welfare checks** – in accommodation based services, you would complete a welfare check/ check in with those you are supporting.

**Medication** – in most of our services our customers take medication. We support customers by prompting and assisting them to take their medication. This can be prompting whenever the medication is due or completing daily or weekly checks that people have taken their medication. We are always aiming to support people to be independent when taking their medication.

**Support Planning/ Risk Management** – all our customers have support plans and staying safe assessments which will need to be updated frequently.

**Safeguarding** – Safeguarding is the protective actions we must take to prevent someone from experiencing harm, abuse or neglect.

**Accident/ Incident Reporting** – all staff are expected to report customer accidents/ incidents and workplace accident/ incidents

**Activities** - you might need to plan group or 1-1 activities with customers and peer workers.

**Training and e-learning** – you will have training sessions and e learning to complete.

**Ward Rounds/ Discharge Meetings/ Care Programme Approach Meetings** – you may be required to attend meetings with our partners and others involved in the support of customers.

**Benefits** – you may be required to support customers to complete benefits applications, council tax exceptions etc.

**Leave** – complete all records, Give a verbal handover or and type a written handover for your colleagues. Log out of your personal safety device.

## Our benefits

We provide a package of salary, leave, working arrangements and benefits, including pension, to enhance the working lives of our colleagues and support their wellbeing.

- Up to 25 days' annual holiday plus bank holidays
- Annual flexible benefits scheme
- Retail discounts at thousands of online and instore retailers for fashion, electric, food and drink, gadgets, health and beauty, home and garden, motoring, theme parks and more!
- Free monthly lottery draw – just enter your numbers every month for the chance to win £3,000 jackpot.
- Competitions – free to enter with great prizes.
- A chance to use cycle to work scheme, get season ticket loan and eyecare vouchers through salary sacrifice.
- A regular chance with win box seats to events at the Royal Albert Hall
- We offer competitive salaries that are benchmarked regularly against current market rates.
- Up to 10% pension contribution matched 1:1.
- Free anonymous 24/7 counselling service

## Planning for your interview

### Be kind

We will want to learn how you would respond to customers who have range of needs concerning addiction, mental health, or trauma. We will ask you to provide examples or outline what action you might take in a variety of common situations. We want you to demonstrate you have a high level of patience and emotional resilience.

We will ask you to reflect on how you know you are providing a great service and seek examples.

## **Do the right thing**

We will be exploring the elements of a good support plan along with what should be considered as part of the support planning process.

Professional boundaries are essential so you will be asked what this means and whether you have any previous examples you would like to share about this.

you will be asked for any examples of when you have done lone working and how you have kept yourself and customers safe.

## **Pull together**

You may be expected to work with vulnerable customers; and with many different agencies, building positive relationships. You will be asked how you work with colleagues in a positive way.

You will be asked about how you might manage a caseload of customers drawing from your previous experience of how you have managed your time effectively.

## **Keep our promises**

We will seek to understand your knowledge of housing related support and learn from you what the types of challenges might be.

We explore your understanding of the risk assessment process.

You will show that you can take responsibility for safety in my working environment.

We want you to demonstrate your ability to complete tasks. You need to strive for our customers to get things done.

## **Celebrate Diversity**

We will be looking for your approach to working with people from a range of cultural and diverse backgrounds. Please bring examples of your understanding of equality, diversity, and inclusion and how you have applied it in a work setting.

We will be looking for you to demonstrate empathy and put yourself in the customers, family members or colleagues' shoes. We want you to demonstrate that you don't bring our own values/ culture into the workplace or impose this on to our customers.

## Love new ideas

Customer engagement is key to the role, and you will be asked to provide examples of how you have overcome any types of challenges like this in the past.

When working with colleagues you exude positivity and a can-do attitude. You will question things in a way that encourages discussion and isn't just complaining.