

Job title: Support Worker (Mental Health)

Line manager: Scheme Manager

Grade (if applicable): C12

Direct reports: none



Role purpose:

To deliver an excellent housing related support service to vulnerable adults with a mental health condition and/ or complex needs. Customers will be based in the local community around the Luton area

Key results:

- Support vulnerable adults to enable them to build the skills and resilience required to move from supported housing into their own homes in the community.
- Meet contract requirements in providing a 'connected lives' approach to delivering support in the community
- Complete all relevant administrative tasks required to record weekly contact and review/update support plans as required
- Ensure that relationships are built with a wide range of external agencies and professionals to support your customers in reaching their goals
- To actively encourage and facilitate opportunities for meaningful customer involvement
- Promote the support service area of operation; to include identifying referrers, attend relevant multi-disciplinary meetings and update support service promotional material.
- To complete relevant housing management tasks including weekly fire alarm testing and monthly emergency light testing
- Understand and adhere to all relevant group policies and procedures identified for your role to include safeguarding, Professional Boundaries, Lone Working policies and Protection from Abuse, amongst others

Success metrics:

- Successful resident move on into independent accommodation
- Achieving annual objectives and key performance indicators
- Positive feedback from customers and stakeholders.

About you:

You will be:

- Able to incorporate our values when communicating with our customers and colleagues
- Committed to delivering excellent customer service and work on your own initiative with minimal supervision.
- You will have excellent communication skills and the ability to be discreet with confidential information.
- Full driving licence and use of a vehicle required.
- Have a positive attitude with a proactive, enthusiastic and flexible approach
- Some experience of working in a community based support role
- Good communication and IT skills (Word/Excel)
- Experienced in working with vulnerable people, particularly those with mental ill health
- Good problem solving, prioritisation and decision-making skills
- Able to manage a complex caseload
- Able to work office hours (9-5:30) with some flexibility to suit the needs of the business when required

Version Date:

Signed off by:

You will have:

- Knowledge of current housing legislation & Government Policy
- Mental Health qualification
- Some experience of working in housing management role
- Driving Licence
- GCSE's in English or equivalent qualification

DBS Required

Colleagues are responsible for their own health and safety, ensuring a safe working environment for everyone.