

**Job title:** Support Worker (Mental Health, Cambria Road)

**Line manager:** Team Leader

**Grade (if applicable):** C12

**Direct reports:**



## Role Context:

At Peabody we are committed to providing assistance to our own vulnerable tenants and people living in our communities who need support to live well and independently. We provide specialist housing and support to people who are socially excluded, disabled, unwell or homeless.

## Role Purpose:

To ensure people with a dual diagnosis of mental health and substance use, with a range of other issues, including forensic histories stay well while developing and maintaining independence to live a flourishing life.

This includes support that is trauma and psychologically informed, recovery oriented and person-centred, recognising the duality between substance misuse and mental health, ensuring collaborative working in encouraging harm minimisation, reduced consumption and treatment for on-going dependencies. Support customers with developing independent life skills, training, education, maximising income, Housing Benefit/Universal Credit and other benefit claims. Ensuring a safe environment for customers through Health and Safety Inspections, reporting and following up on repairs, offering advice and guidance on maintaining their environment, providing a homely environment with assistance given and coaching on basic cleaning and life skills including cooking/healthy eating. Signposting customers to services, enabling them to connect with the local area and maximising move on.

The service provides 24-hour specialist dual diagnosis services to eight customers up to 5/6years self-contained block of flats based in Camberwell, London. Support Workers work on a rota basis covering hours from 8am-4pm or 12-8pm Monday to Sunday. A concierge covers from 8pm-8am. The post involves lone working and requires an ability to work under your own initiative at these times with managerial On-Call back-up.

## Key results:

- Enable Customers to maximise their independence and ensure the sustainment of their tenancy agreements.
- Responding flexibly to the varying needs of a vulnerable client group.
- To provide assistance to customers to set up benefit claims and move into their property.
- Work in partnership with Peabody internal services and external stakeholders including the Lambeth Pathway Manager, South London and Maudsley (SLAM) - Lambeth Mental Health services, Adult Social Services, and Lambeth Living Well Network Alliance, and other services.
- Liaising with Peabody management and Housing Management on Referrals, Suitability Assessment and sign up of tenancy.
- Ensuring customers are informed of all relevant house rules and regulations relating to their accommodation and all common parts and communal facilities.
- Supporting customers to abide by their tenancy agreements, giving advice and dealing with security of their accommodation. This includes ensuring the scheme is secure when leaving at the end of each day, checking the communal areas, replacing lost keys and monitoring any additional security measures such as CCTV.
- Providing the first point of contact for all contractors, agencies and personnel requiring access to the scheme.
- Liaise with Incomes Officers to assist with rent, service charge collection and arrears recovery, including liaising with Housing Benefit Officers.
- Report any Safeguarding concerns internally and externally.

**Version Date:**

**Signed off by:**

- Monitoring the performance of contractors including cleaning, gardening and window cleaning, to ensure the communal areas are clear and clean and inviting for customers and visitors.
- Provide a homely environment and advice and assistance with basic cleaning, life skills including money management, cooking and healthy eating.
- Maintaining a high standard of cleanliness safety and security within the scheme including the staff office.
- Carry out regular Health and Safety and building checks including flat checks in conjunction with customers and ensure any follow up actions such as repair reporting are completed. Maintain accurate and up to date Health and Safety records.
- Work with customers to enable them to learn the skills required to manage their accommodation, including how to use appliances and assistance to deal with difficult situations, claim welfare benefits and apply for Housing Benefit.
- Ensure that customers are aware and understand to the responsibilities of their Tenancy Agreement and to support them to sustain this.
- Monitor any breaches of the terms of the Tenancy Agreement including anti-social behaviour and produce written warnings for low level cases as appropriate.
- Liaise with any support agencies working with the customers and inform them of any incidents or advise them of any warning signs in relation to risks arising from their support needs.
- Signpost customers to access professional or specialist services, including Drug and Alcohol intervention services as necessary in line with their support need.
- Respond, support and mediate between customers with any neighbourhood issues or ASB issues.
- To be aware of any risk factors including warning signs, triggers and crisis plans and to follow the Risk Assessment/Management and Safeguarding procedures. To liaise with support agencies including primary and secondary care if there are any concerns.
- To actively engage with customers that may be resistant to receiving support and do regular checks on their welfare.
- To keep accurate, up to date records on referrals, refusals, acceptance, daily contact notes and outcomes, reporting on information as requested by the Line Manager on hard copy files and electronic data systems. Create Risk Assessments and Support plans with customers providing information, case studies and reports when requested.
- To be responsible for your own personal Health and Safety whilst at work adhering to policy and procedure including reporting of any unsafe acts or conditions to management.
- To maintain confidentiality for service users and the organisation in line with GDPR.
- To adhere to professional boundaries and the organisation's Code of Conduct.
- To maintain excellent and professional relationships with visitors to the scheme and other stakeholders that may be involved with customer support.
- To report to managers any concerns that you may have regarding the quality of the service.
- To prepare and help customers with practical assistance around move-on to suitable alternative accommodation including ensuring utilities and benefits are set up.
- Implement the Association's Equal Opportunities policy as an integral part of the duties.
- Undertake any other duties consistent with the above as requested by the Team Leader, Senior Support Worker, Service Manager or Head of Service.

## Success metrics:

- Play an active and key role in achieving your teams' objectives.
- Be professional with other departments and stakeholders that you deal with during your work.
- Be supportive of colleagues and promote excellent team working.
- Play your part in maintaining a safe and regulatory compliant service by adhering to policy, procedure, and quality standards.
- Keep learning and improving your practice. Be open to feedback on your performance from others, including learning from mistakes and complaints.
- Externally represent and promote Peabody by being professional and positive.

Version Date:

Signed off by:

- Appreciate the importance of recording, maintaining, and managing sensitive information and data within your role.
- Protect the human rights of colleagues and customers reporting any concerns and challenging and discriminatory attitudes or practice.
- Know when and how to report an error, complaint, or any concern.
- Abide by and promote a positive health and safety culture, ensuring that activities are carried out in accordance with Peabody Health and Safety policies and procedures.
- Adhere to the organisation and social care Codes of Conduct.

## About you:

### You will be:

- Effective team worker.
- Effective at Report writing, Risk Assessment and Support Plan completion, and IT Literacy including Word, Excel, and electronic data entry systems.
- Able to communicate effectively with customers, staff and external agencies and refer customers to support agencies including in their local area.
- Experienced and have knowledge of Welfare Benefits, Housing Management & basic knowledge of Housing law and Occupancy types.
- Ability and confidence to lone work.
- Knowledge of the recovery approach and/or Trauma informed practise.
- Experience of using support planning and risk assessment tools.

### You will have:

- Empathy and kindness for the client group.
- Experience and/or knowledge of working with vulnerable customers; mental health, substance misuse, homeless, asylum seekers and ex-offenders.
- Ability to provide excellent customer service including advice and assistance on life skills and move-on.
- Knowledge of Safeguarding procedures and Health and Safety in a supported housing environment.
- Knowledge of equality, diversity and inclusion for this client group and knowledge to be able to challenge discrimination and stigma.
- Knowledge of dual diagnosis and of mental health and substance use, with a range of other issues impacting upon well-being, support need and risk of the client group.
- Knowledge of homelessness, housing, immigration, and benefits and how it applies to the client group or willingness to be trained.
- Knowledge of reporting repairs and monitoring the performance of contractors.
- Supporting people with housing management tasks.
- Facilitating groups or willingness to be trained.