

Organisational Fit	
ROLE TITLE: Support Worker – Mental Health	REPORTS TO: Team Leader/Project Worker II
DEPARTMENT: Service Performance	GRADE: 2 PAY RANGE: Standard
ROLE PURPOSE: To enable Service Users with individual needs to improve their quality of life within their community while remaining within budget and policy and procedure guidelines. To promote independence, wellbeing and health life choices among service users. To monitor, supervise and provide support to service users (residents/patients) working as part of a team in a service user group whom have mental health needs.	

Key Generic Accountabilities	Key Generic Activities / Decision Areas
1. Quality	To maintain a high level of quality in service provision by:- <ul style="list-style-type: none"> ▪ Meeting quality expectations and agreed performance criteria ▪ Participating and utilising management information and data collection systems as appropriate ▪ Contributing to the continuous improvement of the service
2. Own Development	To continuously review own performance and development needs to assist growth and development by:- <ul style="list-style-type: none"> ▪ Participating in open two-way dialogue during Performance Management meetings agreeing own task and development objectives and reviewing these and overall performance against the competency framework. ▪ Participating in training and other development opportunities as agreed within the Performance Management process.
3. Health & Safety & Risk Management	To ensure a safe working environment for self and colleagues by:- <ul style="list-style-type: none"> ▪ Ensuring good standard of housekeeping is maintained with own area ▪ Ensuring risk assessments are completed when appropriate ▪ Taking personal responsibility for own safety e.g. reporting concerns, ensuring appropriate vaccinations and eye tests etc. are obtained ▪ Complying with all H&S policies and procedures including serious untoward incidents and accident reporting,
4. Compliance	To ensure compliance with internal and external standards and codes of conduct by:- <ul style="list-style-type: none"> ▪ Meeting all regulatory requirements ▪ Complying with Turning Point's Code of Conduct, policies and procedures
5. Miscellaneous	To undertake any other duties reasonably requested by the line manager

Key Service Performance Accountabilities	Key Service Performance Activities / Decision Areas
6. Service Users	To proactively deliver a high quality/person centred service provision that meets the needs of the service users by:- <ul style="list-style-type: none"> ▪ Promoting peoples' rights and responsibilities ▪ Working as an effective member of the team ▪ Providing advice and information to Service Users and others where appropriate ▪ Delivering agreed support packages to quality standards ▪ Liaising with external professional groups e.g. GPs, Social Services, etc. ▪ In residential services, ensure services users take their prescribed medication on time assisting them where necessary ▪ Ensuring record keeping is maintained to the required standard at all times and contributing to service monitoring requirements

	<ul style="list-style-type: none"> ▪ In residential services, ensure services users take their prescribed medication on time assisting them where necessary ▪ Ensuring full risk assessments and risk management is delivered effectively. ▪ Ensuring that work is undertaken in line with Health & Safety requirements ▪ Assisting the facilitation of effective care pathways ▪ Supporting individuals to achieve goals and objectives in line with their care/support plan ▪ Supporting individuals and groups to access community based services and facilities
7. Service Support	<p>To assist in the implementation, development and delivery of the service by:-</p> <ul style="list-style-type: none"> ▪ Participating in the induction of new colleagues when required. ▪ Delivering all tasks on time and to agreed quality standards ▪ Participating in service user reviews with supervisor
8. Service Development	<p>To work collaboratively to develop the service by:-</p> <ul style="list-style-type: none"> ▪ Ensuring the service and the wider organisation of Turning Point is represented in a professional manner at all times. ▪ Proactively contributing to continuously improving the service by making positive suggestions, providing constructive feedback and assisting in the implementation of agreed new ways of working. ▪ Ensuring day to day delivery of service provision embeds and extends Turning Point's person centred approach.

Mental Health Specific Key Accountabilities	Mental Health Specific Key Activities
9. Empathy & Support	<ul style="list-style-type: none"> ▪ Recognising the indicators of deteriorating mental health, discussing and agreeing the appropriate interventions to be proposed ▪ Working with service users to promote recovery and a more independent lifestyle ▪ Encouraging service users to recognise, understand and manage factors that affect their mental wellbeing
10. Sector Quality Standards	<p>To ensure all services are delivered in accordance with recognised standards by: -</p> <ul style="list-style-type: none"> ▪ Ensuring all services are delivered within CSCI or Health Care Commission guidelines as appropriate

Other Duties	

Role Dimensions	
<p><i>Financial (limits/mandates etc.)</i></p> <ul style="list-style-type: none"> ▪ Responsible for handling petty cash for service user (typically £50-£100 to £300-£500) ▪ Manages service user monies in line with local and organisational policies and procedures 	<p><i>Non-financial (customers/staff etc)</i></p> <ul style="list-style-type: none"> ▪ Provide key-working services for (typically) 1:10 service users ▪ Provide more general supervisors services for (typically) 15-20 service users

Main Contacts (external and internal)		
<p><i>Contact group</i></p> <ul style="list-style-type: none"> ▪ Service Users ▪ Service Manager/Team Leader/Supervisor ▪ Team Members ▪ Carers/Friends/Family members ▪ Regulatory bodies ▪ Local community members 	<p><i>Frequency</i></p> <ul style="list-style-type: none"> ▪ Daily ▪ Daily ▪ Daily ▪ As required ▪ As required ▪ As required 	<p><i>Purpose</i></p> <ul style="list-style-type: none"> ▪ Provide support and guidance. Ensure service delivery effectiveness and user involvement/consultation ▪ Guidance, support, advice and provision of information ▪ To deliver service and provide reciprocal support/guidance as required ▪ Provide support and guidance. Service user reviews, finances and health ▪ Service monitoring and review ▪ Community issues
Person Specification (Essential only)		
<p><i>Technical / Professional Skills, Expertise and Qualifications</i></p> <ul style="list-style-type: none"> ▪ Proven verbal and written communication skills with the ability to tailor the message to the audience. ▪ Collaborative team working skills ▪ Able to work flexibly ▪ Adaptable and able to work in a challenging and changeable environment ▪ Ability to deliver against agreed objectives/targets 		
Additional Service Performance & Service user Sector Specific Requirements (Essential only)		
<p><i>Technical / Professional Skills, Expertise and Qualifications</i></p> <ul style="list-style-type: none"> ▪ Understanding of the issues faced by service users with mental health and/or dual diagnosis challenges ▪ Awareness of associated issues faced by service users with a mental health problem and/or dual diagnosis ▪ Understanding of how service users can improve their personal circumstances and the role of the service in assisting this ▪ Capable of self awareness and able to consider and modify own behaviours if appropriate for the benefit of service users and the service ▪ Awareness of current legislation and policy that impacts and influences service delivery, such as the National Service Framework, the Mental Health Act ▪ Able to deliver a range of services in a person centred, non-judgemental manner ▪ Proven track record in managing incidents of verbal and violent aggression ▪ Previous experience in the care profession. ▪ Vocational qualification e.g. NVQ 2/3 or willingness to work towards 		