**JOB DESCRIPTION**

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| **Job title** | Mental Health & Housing Link Worker – Manchester | |
| **Sector/function** | Mental Health | |
| **Department** | Operations | |
| **Reports to** | Practice Lead | |
| **Grade** |  | |
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| **Job purpose** | The Greater Manchester Move-on Project (GMMoP) is a unique and innovative new service, commissioned as an initial 1-year pilot to enhance the lives of people with complex needs living in Manchester.  As a Mental Health and Housing Link Worker, you will have the opportunity to be part of a fast-paced, highly skilled multi-agency team which provides timebound interventions to a range of supported accommodation providers, enabling them to work more effectively with individuals with complex needs who may be at risk of placement breakdown or to support them in the next stage of their recovery journey to move on to more independent living environments.  Link Workers will play a crucial role in the GMMoP service, offering a key point of contact for people on their caseload and providing a ‘lynchpin’ function which co-ordinates input from a range of agencies to deliver outcomes for the individual and service. | |
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| **Key accountabilities** | Placement sustainment | * Carry out initial triage, risk assessment and care planning * Managing a caseload of individuals referred to the service whose placement may be at risk of breakdown * Working with individuals on a caseload to establish their housing goals and requirements to achieve this, using person centred planning tools * Delivering a range of interventions and strategies as directed by multi-agency professionals * Working in collaboration with providers in services to share good practice in line with the multi-agency support plan * Providing a consistent point of contact for the client, ensuring their views are captured, listened to and respected * Attending learning as required based on individual and service delivery needs * Carrying out regular person-centred reviews |
| Move-on | * Managing a caseload of individuals who are ready to move-on from their accommodation * Supporting goal setting in relation to move-on * Managing expectations around the available options whilst advocating for people to have access to accommodation which meets their needs and recovery outcomes * Working on the development of daily living skills as guided by the Occupational Therapist * Supporting people with finding new accommodation, including attending viewings and appointments, applying for the correct priority banding, and participating in the bidding process * Supporting individuals with budget planning, including receipt of the correct benefits to support move-on and to engage with any debt / arrears management support as guided by the Housing and Welfare Manager * Developing resettlement plans with individuals to establish ongoing coping mechanisms and self-care strategies, guided by the practitioner psychologist * Working with the multi-disciplinary team to make recommendations for any follow-up / maintenance support * Working with individuals to find realistic solutions |
| Multi-agency working | * Contributing to internal and external MDT meetings, including weekly caseload reviews * Ongoing liaison with clinical / specialist professionals to enable problem solving and progress, requesting their input where needed * Contributing in monthly practice supervisions * Contributing in external multi-agency panels requesting their input or support where required |
| Monitoring and evaluation | * Contributing to the development of service-specific outcome measures * Using outcomes monitoring tools to monitor progress * Contributing to review sessions with the provider / team, highlighting any barriers to progress * Accurate case recording and use of Turning Point incident reporting system * Collating individual feedback on the service * Contributing to peer programme evaluation when the intervention has concluded |
|  | Health and Safety | * Ensuring a safe working environment for self, and where appropriate, the team * Complying with all H&S policies and procedures including Serious Untoward Incidents and Accident reporting * Work with colleagues to ensure risk assessment and risk management for individuals referred to support them, their assigned link worker and external colleagues to remain safe and well * Work proactively to safeguard vulnerable adults and children |

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| **Dimensions** | Direct reports | None |
| Total staff overseen | None |
| Internal contacts |  |
| External contacts |  |
| Planning outlook |  |
| Problems solved |  |
| Financial authority |  |

**PERSON SPECIFICATION**

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| **Job title** | Mental Health & Housing Link Worker |

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| **Personal effectiveness** | Essential | Desirable |
|  | * An excellent communicator with the ability to engage, motivate and inspire a diverse range of people, including colleagues and individuals we support * Confident and resilient, with the ability to work with teams with varying levels of engagement with the GMMoP service * Able to work with and follow the guidance of clinicians * Ability to respectfully challenge practice that requires change / improvement * Able to build relationships with individuals we support and ensure that they are at the forefront of all decision-making * Observant, detail orientated and able to monitor progress |  |

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| **Technical effectiveness** | Essential | Desirable |
|  | * Fluent written and spoken English * Basic numeracy and literacy skills * Experience of managing your own time * Awareness of the limits of your own skills and ability to develop them * Able to respect confidentiality even in difficult situations * Able to identify and communicate risks * Ability to work under pressure and meet deadlines | * Experience of using case management systems |

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| **Acquired experience & qualifications** | Essential | Desirable |
|  | * 2 years’ experience in a mental health setting * Ability to use Microsoft office applications to an intermediate standard | * Relevant sector qualifications, e.g. QCF level 2-4 * Lived experience of mental health and / or housing |

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| **Other requirements** | Essential | Desirable |
|  | * A flexible approach to work and the ability to travel to sites across Greater Manchester when needed * Able to maintain professional boundaries |  |