

JOB DESCRIPTION

Job title	Housing and Benefits Support Worker
Department	Mental Health
Reports to	Team Leader
Grade	3

Job purpose	<p>To assist in the provision of effective high-quality support to individuals leaving acute mental health care who present with housing related needs, including homelessness, mental health issues, dual diagnosis, and neurological disabilities. With an aim in supporting individuals to live as independently as possible.</p> <p>Turning Point supports individuals with a person-centred approach and recognise that one size does not fit all. The role works in collaboration with allocated key worker at the Beacon Lodge as well as external organisations such as CRHT, LMHTs, Social Workers and Local Housing Authority.</p>
Duties and Responsibilities	<p>The post holder will be responsible for managing own case load to ensure that service users are supported with all their housing and benefit related support needs.</p>
Key accountabilities	<p>Informal Support and Risk Assessing</p> <ul style="list-style-type: none"> • To assess all service users at Beacon Lodge to ascertain areas of housing and benefit support needs an individual may present with to enable them to move on from the service. • Develop housing and benefit support plans using a person-centred approach. • Update and communicate details of assessments completed with service users to external providers ensuring that GDPR and confidentiality policies are adhered to. • Use a person-centred approach when it comes to engaging service users in the process of support delivered. • Ensuring that accurate and up to date records are maintained. • Provide clear, comprehensive and accurate information to external agencies that are involved in individual's care. • To ensure that you are working in a time sensitive manner to enable service users the best chance possible of a positive transition into the community. <p>Multi Agency Working</p> <ul style="list-style-type: none"> • Working alongside and collaboratively with Health and Social Care providers and the Local Housing Authorities. • Ensuring that accurate and up to date information is shared with third parties agreed with the service user during their assessment. • To ensure that each individual is supported in a person-centred way respecting individual rights for choice.

	<p>Team Working</p> <ul style="list-style-type: none"> • Develop exceptional and robust relationships, procedures, contacts and service agreements with referring agencies, statutory services and wider stakeholders. • Contribute to the delivery and development of policy and procedure locally in relation to support services. • Attendance to team meetings is essential and participation can help support and develop good lines of communication across the team.
	<p>Professional development</p> <ul style="list-style-type: none"> • Work with your supervising line manager (if different) to Participate in appraisal and personal development review, taking an active part in reviewing and developing the roles and responsibilities. • Partake and contribute to learning and development opportunities. • Share progress, learning and challenges at team meetings and supervision.
	<p>Any other duties</p> <ul style="list-style-type: none"> • Manage own time effectively and identify any problems and concerns promptly with your line manager • Maintain professional boundaries with individuals • Work within Turning Point’s policies and procedures • Understand and comply with all health and safety requirements relating to oneself and individuals you are working with • Work as part of the healthcare team and with other local link workers to seek feedback, continually improve the service and contribute to business planning. • Act as an ambassador for Turning Point and Beacon Lodge at external meetings and develop excellent working relationships with local voluntary/community and statutory partner organisations across the social care, health, housing, education and learning, employment support and welfare advice sectors. • Undertake any tasks consistent with the level of the post and the scope of the role, ensuring that work is delivered in a timely and effective manner. <p>Duties may vary from time to time, without changing the general character of the post or the level of responsibility.</p>

Dimensions	Direct reports	0
	Total staff overseen	0
	Internal contacts	Team Leader Mental Health Recovery Workers Members MH Business Unit Wider Turning Point colleagues from TP and Central Services
	External contacts	People using the service Support staff from other providers

		Wider community Local community and voluntary sector, statutory organisations
	Planning outlook	Planning required for 1 to 1 sessions
	Problems solved	<ul style="list-style-type: none"> • Building rapport and trust in order to engage people using the Hub service • Finding out about local groups and services • Building trust with local community groups & voluntary sector organisations • Persuading local groups/organisations of the benefits of the service • Modelling, coaching and support problem solving skills in others
	Financial authority	Manage own expenses and contribute to gaining best value from resources within the limited budgets for the service.

PERSON SPECIFICATION

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Personal effectiveness	Essential	Desirable
	<ul style="list-style-type: none"> • A good working knowledge of the geographical area in which you are assigned to and organisations that the service could benefit from working with • Ability to actively listen, empathise with people and provide person-centred support in a non-judgemental way • Able to provide a culturally sensitive service, by supporting people from all backgrounds and communities, respecting lifestyles and diversity • Commitment to reducing health inequalities and proactively working to reach people from diverse communities • Ability to support people in a way that inspires trust and confidence, motivating others to reach their potential • Ability to communicate effectively, both verbally and in writing, with people, their families, carers, 	<ul style="list-style-type: none"> • Fluency in one or more Community Languages

	<p>community groups, partner agencies and stakeholders</p> <ul style="list-style-type: none"> • Ability to identify risk and assess/manage risk when working with individuals • Have a strong awareness and understanding of when it is appropriate or necessary to refer people back to other health professionals/agencies, when the person’s needs are beyond the scope of the Housing and Benefits Support Worker role – e.g. when there is a mental health need requiring a qualified practitioner • Able to work from an asset-based approach, building on existing community and personal assets • Ability to maintain effective working relationships and to promote collaborative practice with all colleagues • Commitment to collaborative working with all local agencies. Able to work with others to reduce hierarchies and find creative solutions to community issues • Can demonstrate personal accountability, emotional resilience and ability to work well under pressure • Ability to organise, plan and prioritise on own initiative, including when under pressure and meeting deadlines • High level of written and oral communication skills • Ability to work flexibly and enthusiastically within a team or on own initiative • Understanding of the needs of small volunteer-led community groups and ability to support their development • Able to provide motivational coaching to support people’s behaviour change • Knowledge of, and ability to work to, policies and procedures, including confidentiality, safeguarding, lone working, information governance, and health and safety 	
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Technical effectiveness	Essential <ul style="list-style-type: none"> • Knowledge of the personalised care approach • Understanding of the wider determinants of health, including social, economic and environmental factors and their impact on communities, individuals, their families and carers • Knowledge of the social and health needs of people with varying degrees of complexity • Caseload management of a complex nature • Demonstrable skills and knowledge in assessing risk presented by clients to themselves and others • Harm reduction, suicide and self harm awareness • Management of incidents of a violent or aggressive nature • Understanding of, and commitment to, equality, diversity and inclusion. • Knowledge of community development approaches • Knowledge of IT systems, including ability to use word processing skills, emails and the internet to create simple plans and reports 	Desirable <ul style="list-style-type: none"> • Local knowledge of VCSE and community services in the locality • Knowledge of how the NHS works, including primary care
Acquired experience & qualifications	Essential <ul style="list-style-type: none"> • Educated to a minimum level 2 qualification or equivalent • Demonstrable commitment to professional and personal development • Knowledge of the benefits available to individuals and how to apply for these. • Knowledge of the Local Housing Authority and the frameworks in which they operate 	Desirable <ul style="list-style-type: none"> • Previous experience of supporting marginalised groups and/or people with high level of social and health need • Previous experience of supporting individuals with housing and benefit support • Training in motivational coaching and interviewing or equivalent experience

Other requirements	Essential	Desirable
	<ul style="list-style-type: none">• Meets DBS reference standards and criminal record checks• Willingness to work flexible hours when required to meet work demands• Access to own transport and ability to travel across the locality on a regular basis, including to visit people in their own homes	