**Hertfordshire Peer Support Service**

**JOB DESCRIPTION – Housing Support Worker**

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| **Job title** | Housing Support Worker | |
| **Sector/Function** | Operations | |
| **Department** | Hertfordshire Peer Support Service – Mental Health Business Unit | |
| **Reports to** | TP Operations Manager & Peer Support Coordinator | |
| **Grade** | 2 | |
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| **Job purpose** | To work as a key member of the team in delivering the Peer Support Service. To support the line manager to meet the statutory requirements of the service specification and prepare for all internal and external service audits/ inspections.  **Turning Point and Hertfordshire Mind Network work as a partnership to provide support to people recovering from mental health issues and additional, social issues including housing.**  The service will offer a range of support to promote personal recovery and independence including:   * 1:1 support including outreach and office based support from dedicated Housing Specialist providing solution-focused support with practical issues This will encompass Telephone support. * Crisis Planning & management – promoting self-management through individuals building an understanding of their own triggers/coping strategies. * Active Referrals/Signposting – working with individuals to identify resources/services to meet their needs and providing appropriate support to access these effectively. * Peer Support – Strength-based approach concentrating on the inherent strengths of an individual to aid recovery and empowerment. Develop coping, self-help and self-management techniques within the peer relationship. To support service users and carers to identify and overcome fears, and within a positive relationship ; challenge negative self-talk using solution focused techniques * Whole family approach * To focus on day to day support needs, encourage self-management, care and assessment of their own needs | |
| **Key accountabilities** | **To maintain a high level of quality in service provision by:-**   * Working as an effective member of the team * Meeting quality expectations and agreed performance criteria * Supporting the Team Leader and Operations Manager to collate management information and data to measure effectiveness of service delivery * Contributing to the continuous improvement of the service * Ensuring service user involvement and a person centred approach are embedded within own working practice. * Liaise with Herts Mind Network and Turning Point in relation to all areas of service delivery to ensure consistent working practices. | |
| **To continuously review own performance and development needs to assist growth and development by:-**   * 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 development opportunities as agreed within the Performance Management process | |
| **To ensure a safe working environment for self and the team by:-**   * Ensuring a good standard of general housekeeping and infection control within own environment * Taking personal responsibility for own safety e.g. reporting concerns, vaccinations, eye sight tests, work place assessments * Complying with all Health & Safety policies and procedures, ensuring all H&S concerns are appropriately reported * Following the formal reporting process for serious untoward incidents and accidents * Ensuring all risk assessments are completed when appropriate * Working across the county as needed to ensure appropriate service cover at all times | |
| **Miscellaneous:-**   * To undertake any other duties reasonably requested by line manager | |
| **To ensure compliance with internal and external standards and codes of conduct by-**   * Meeting all regulatory requirements * Complying with Turning Point’s Code of Conduct, policies and procedures, and all Hertfordshire Mind Network policies and procedures * To ensure all services are delivered in accordance with recognised standards e.g. NICE Guidelines, National service framework, MHA, SOVA, Department of Health etc. | |
| **To ensure the team support service users to turn their lives around. Adopt a person centred approach by:-**   * Providing a person centred and recovery orientated approach in all aspects of the roles and responsibilities. * Promoting people’ rights and responsibilities * Considering each person as an individual * Listening to service users and encourage positive steps towards management of crisis and recovery * Providing advice, information, practical and emotional support to service users, their families regarding their support. * Developing, alongside service users, flexible and realistic support packages/ person centred plans within agreed guidelines * Proactively recognising the indicators of deteriorating mental health and facilitate appropriate action, whilst liaising with relevant agencies e.g. CATT, Emergency Duty Teams, CMHTS, etc * Engaging with service users to show empathy, inspire hope and promote recovery * Establishing supportive, empowering and respectful relationships with service users and carers/ family * Ensuring effective care and support pathways are provided to each service user * Ensuring that the team provide education and raise awareness to help service users manage factors that affect their mental wellbeing * Ensuring record keeping is maintained to the required standards at all times and contributing to service monitoring requirements. * Ensuring all Initial Assessments, risk assessments, recovery star support plans and crisis support plans and exit plans are completed as appropriate * Enabling/supporting service users to attend appointments as required by either own transport, public transport or taxi as defined by risk assessment and support plan | |
| **To assist in the development and delivery of the service by:-**   * Liaising with Hertfordshire Mind Network and Turning Point in relation to all areas of service delivery and ensure a consistent service delivery approach is embedded. * Embedding a person centred and recovery orientated approach in all aspects of the roles and responsibilities. * Attending relevant internal and external meetings as requested, including multi-agency meetings. * Ensuring that all joint working policies and procedures are adhered to within the Turning Point and Hertfordshire Mind Network partnership. * Contributing to the co-development of the service by supporting service user, family and carer involvement in the review of the service delivery. * Ensuring the service and Turning Point and Hertfordshire Mind Network/ are represented in a professional manner at all times. * Proactively contributing to the continuous development of the service by making positive suggestions, providing constructive feedback and assisting in the implementation of agreed new ways of working. * Meeting agreed performance targets and outcomes * To act as a specialist lead for particular areas, e.g. Employment, Housing, Primary Care, Victim Support, Debt Advice, Welfare and Benefits, etc. Specialist leads will be responsible for building and maintaining relationships with local providers/services/groups to strengthen integration. | |
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| **Dimensions** | Direct reports | * None |
| Total staff overseen | * NA |
| Internal contacts | * Team members (Operations Manager, Team Leader, Senior Recovery Worker,HMN Peer Support, Workers, Peer Support Co-Ordinator, Centre Co-Ordinators, senior management team Operations Manager/ Regional Operations Manager/ Regional Development Manager/Central departments |
| External contacts | * Key staff in Hertfordshire Mind Network and Turning Point * Service users * Carers (e.g. family members) * Commissioners * Agencies/partners * General public * Media enquiries * Local businesses/ community |
| Planning outlook | * Day to day service delivery * 1:1 and group support to service users * Annual service business plans in liaison with Operations Manager |
| Problems solved | * Support to service users, carers * Liaison with other external teams to achieve positive outcomes for service users |
| Financial authority | * None, but may support with petty cash process within the service |

**PERSON SPECIFICATION**

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| **Job title** | **Recovery Worker** | |
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| **Personal effectiveness** | Essential | Desirable |
| * Understanding of the challenges experienced by people with mental health difficulties and other associated complex needs. * Ability to work in a recovery orientated, person centred, non-judgemental manner * Ability to provide calm, consistent support to those experiencing a mental health crisis * Able to demonstrate flexibility and creativity when developing support packages * Proven track record in managing incidents of verbal and physical aggression * Experience of working towards achieving individual and team objectives * A good listener * Understanding of the importance of professional boundaries working with vulnerable people * Collaborative team working skills * Adaptable and able to work in a challenging and changeable environment using skills and techniques to manage work load accordingly * Capable of self-awareness and able to consider and modify own behaviours if appropriate for the benefit of service users and the service. |  |
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| **Technical effectiveness** | Essential | Desirable |
| * Working knowledge and understanding of the complex and multiple needs faced by the service user group * Numeracy, literacy and IT skills * Committed problem solver * Able to deliver against agreed objectives/ targets * To have an up to date knowledge of Mental Health service provision and housing legislation and understanding and proven track record in managing housing issues. * To use your specialist experience to introduce a range of tools, techniques and interventions when working with service users and carers |  |
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| **Acquired experience & qualifications** | Essential | Desirable |
| * Working knowledge of Safeguarding Of Vulnerable Adults framework, the ability to follow procedure and development of a culture of safe practice | * Holds qualification appropriate to the sector e.g. NVQ 2/ 3 or willingness to study towards same |
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| **Other requirements** | Essential | Desirable |
| * Ability to work flexibly which may include occasional out of hours and weekend work agreed in advance with line manager * A driving licence and access to own vehicle (mileage is covered) |  |