



JOB DESCRIPTION

Job Title: (Mental Health) Support Worker

Job Summary: To provide both one to one and group support to Service Users with ongoing mental health conditions. Diagnoses include Schizophrenia, Personality Disorders, Bipolar and neurodivergent conditions

Delivering on NH&S organisational values:

- Person-centred
- Empowerment
- Respect
- Inclusiveness
- Integrity
- Working in partnership

Hours of Work: 20 per week across 4 days, Monday-Friday

Leave: 6.6 weeks per year inclusive of bank holidays.

2 days additional leave (pro rata) is awarded following 5- and 10-years' service.

Responsible to: Support Manager

Responsible for: Not applicable.

Location: Various site across Leicester / Leicestershire within supported housing schemes and Service Users' own tenancies. Travel required between sites.

Main Duties

One to one support:

- Co-produce, monitor and evaluate individuals' progress , identifying any emerging needs, and responding to these with a proactive and dynamic approach to encourage and sustain personal independence and social skills.
- Provide one-to-one support in line with individual support and personal plans through the use of enabling and asset-based approaches
- Support Service Users to develop daily living skills including healthy cooking, shopping, cleaning and laundry. Depending on the individual this ranges from active participation in the task, to prompting and encouragement.
- Support Service Users, through prompting and encouragement, to maintain their personal hygiene.
- Address social exclusion and the development of social skills by encouraging Service Users to develop social links outside their home, signposting and helping them to engage in relevant community-based services and activities.
- Sustain Service Users' independence through developing financial management and budgeting skill and supporting them to obtain grants/benefits to which they are entitled, liaising with appropriate departments as necessary.
- Increase Service Users' physical activities to help maintain health and mental well-being.
- Participate in Service Users' reviews as part of a whole-team approach to support plans.
- Work with the Line Manager and other relevant team members to address arrears, taking remedial action to avoid the buildup of debt.

Group Support:

- Be part of, and occasionally lead, group activities, trips and other opportunities that add value to the lives of Service Users.
- As required, support weekly drop-in sessions which are open to both those living in NH&S scheme and the wider community, ensuring they provide a welcoming and inclusive environment.

General:

- Working closely with staff from across the team and seeking advice from the Line Manager as necessary taking a positive, proactive, and asset-based approach to support.
- Work effectively with staff from other agencies where relevant, including the Mental Health Teams across Leicester and Leicestershire, to ensure a whole-system approach to supporting Service Users.
- Identify risks and/or safeguarding concerns and report promptly to the Line Manager and/or the organisations Safeguarding Lead as appropriate.
- Ensure Service Users' files are accurate, and up to date through the creation of prompt support session logs utilising the online software.
- Keep timely, accurate and relevant records as required by the Operational Management Team – including records of expenditure and timesheets.
- Report promptly any repairs or maintenance that are noted or made aware to you within Norton Housing properties, to the Housing Team.
- Report to the Line Manager any concerns where Service Users are not keeping to the terms of their Licence / Tenancy Agreement.
- Providing cover for other Support Team members as required.
- Attend supervision sessions, Team Meetings, training and other meetings as required.
- Work within the policies and procedures of Norton Housing and Support Ltd.
- Work within the confidentiality and data protection policies and procedures of Norton Housing and Support, in particular by ensuring confidential information is kept appropriately, security measures to protect electronically stored data are adhered to, and any potential data breaches are reported promptly.
- Carry out any other reasonable duties, as required by the Operational Management Team or Management Committee.