

JOB DESCRIPTION

Support Worker – Enhanced Support (Mental Health & Substance Misuse)

The Northampton Hope Centre provides food, shelter and activities for homeless and vulnerable people in Northampton. The charity was established in 1974.

Purpose of Post

The purpose of this post is to be a key member of staff delivering the Hope Centre enhanced support services for Mental Health (assessment and support), Substance Misuse services and Employability skills projects. This role involves extensive work with clients with multiple needs, so if you have experience of delivering therapeutic groups in a Mental Health and Substance Misuse setting, we would especially like to hear from you.

Reports to: Service Manager – Enhanced Support

Team: Client Services

Hours: 37 hours per week (Full time). Some evening, bank holiday or weekend work will be required and time off given in lieu of extra hours

Salary Grade: £21,500 - £23,000 per annum incl.

Key Responsibilities

Services & Staff

- To play an integral role in leading the delivery of enhanced support for Mental Health (assessment and support), substance misuse and employability skills projects, using therapeutic groups and activities
- To play a key part in the development and delivery of quality support services.
- Personally delivering leading therapeutic group work with service users related to mental health and substance misuse
- Developing the programme of workshops, groups and activities, ensuring all risk assessments completed
- Networking with other organisations within and out of the “homeless sector” and pulling in their resources and expertise
- Managing own case load of service users, leading by example to deliver against desired outcomes
- Participating in training and development opportunities as agreed with management
- Act as a positive role model showing professional and caring attitudes and behaviour towards other team members, service users and partner agencies.
- Ensuring that a collaborative approach is used, with effective communication links developed with external professional partner agencies who are involved in the provision of support to individuals
- To promote good practice in the support of those suffering the effects of substance misuse and mental health
- To participate in regular team meetings and ensure that team meeting minutes are read and acted on appropriately.
- Offering one-to-one support to clients, who sometimes present as challenging, to move them towards training and work, working to address the issues that prevent them taking up work and training, and using an assessment tool in order to measure their progress
- Liaising with training organisations to provide training to clients, including Hope Enterprises, and supporting the delivery of courses as required
- Liaising with employers to identify opportunities and support clients if employed
- To provide ongoing support to the clients throughout their developmental lifecycle
- To work on the ESF Support into Employment Programme (Building Better Opportunities)

Accountability

You will be line managed by the Service Manager – Enhanced Support but will manage your own workload, prioritising both personal and team tasks and working on your own initiative.

Service Objectives

- To improve the mental and physical wellbeing of people experiencing mental health and substance misuse in Northampton through the design and delivery of enhanced therapeutic intervention
- To remain a source of independent support for all clients.
- To offer advocacy to service users
- To work with people who are not ready to accept treatment (Mental Health / Substance Misuse), to encourage and motivate them to consider options available to them, and to support clients who lack confidence/motivation.
- To develop the services to meet the needs of this client group in conjunction with the Service Manager's, Head of Service Delivery and support workers
- Supporting clients in the service provided by the Hope Day Centre and identifying clients suitable for enhanced support case management
- To support, encourage and supervise clients who are involved in therapeutic workshops / groups
- To encourage and facilitate client volunteering, managing your own caseload client volunteers
- Engaging with employers to develop supportive work placements
- To be recognised as an Academy of Excellence for employability skills, growing the current service offer

Key Responsibilities (Clients Support)

- Ensuring service user involvement and a person centred approach
- Provide education and raise awareness to help service users manage factors that affect their mental health, substance misuse and physical wellbeing.
- Listening to service users and encouraging positive steps towards personal development
- Providing advice, information, practical and emotional support to service users regarding their support.
- Developing, alongside service users, flexible and realistic person centred plans within agreed guidelines.
- Regularly reviewing and reporting findings of caseloads to Service Manager and Head of Service Delivery
- Work closely and collaboratively with the Council's Single Homelessness pathway team ensuring a joined-up support offer, avoid any unnecessary duplication of work and ensure an even distribution of the workload for shared outcomes

General

- All information must be maintained within GDPR regulations
- To be an active and effective team member.
- To work some hours outside of normal office hours (including evenings and weekends).
- At all times to carry out every aspect of your duties with due regard to Northampton Hope Centre's policies and procedures
- To ensure Northampton Hope Centre's values are embedded in your service delivery
- To maintain a professional level of communication at all times.
- To keep clear records and plans of all contacts with clients, professionals and meetings with external agencies.
- Undertake other duties as may be reasonably determined by the Service Manager's, Head of Service Delivery, the CEO or Board of Trustee's.
- To participate in regular supervision and annual appraisal, and help identifying your own job-related development and training needs.

Administrative

- To raise and maintain client records in terms of attendance to workshops and as required for case management
- To complete and file required records in line with the requirements from external funding bodies
- To record, monitor and report on service user progress and outcomes
- Support completion of reports to the Board of Trustees when requested

Other

- To attend staff meetings as and when required
- To attend relevant training sessions and courses
- To support Saturday Service delivery
- To carry out other reasonable tasks as requested by the Service Manager – Enhanced Support, or Head of Service Delivery

Person Specification

This person specification sets out the essential and/or desirable experience and abilities needed by the successful candidate for this post. Please bear these points in mind when applying for the role as these requirements will be taken into account at both the shortlisting and interviewing stages.

Service Manager – Enhanced Support Projects	Essential Criteria	Desirable Criteria
Qualifications		
A relevant counselling, social work, mental health nursing or substance misuse qualification		*
Evidence of continual professional development	*	
First Aid certificate		*
Knowledge		
Understanding of the relationship between mental health and substance misuse and how these may impact on physical, mental and emotional wellbeing	*	
Understanding of risk assessment and risk management in a mental health or substance misuse setting.	*	
Knowledge and understanding of safeguarding procedures and reporting any relevant issues in a timely manner	*	
Experience		
Minimum of 2 years working in either a mental health or substance misuse setting	*	
Good understanding and awareness of housing and homelessness issues, including working with rough sleepers		*
Have experience of training and risk assessment in working with customers with vulnerabilities/long term unemployed		*
Experience of preparing clients for work and training		*
Significant experience within a challenging, target driven work environment specifically within a mental health, substance misuse or employability skills setting	*	
Experience of developing and sustaining effective working relationships with, and working successfully in partnership with, other services and organisations	*	
Experience of design and delivery of therapeutic activities and group processes, specifically aimed at Mental Health or Substance Misuse	*	

Experience or knowledge of working within case management frameworks		*
Awareness of local services		*
Skills and Abilities		
Ability to deal with stressful and difficult situations in a calm manner	*	
Excellent negotiating and advocacy skills, and the drive and commitment to achieve positive outcomes for service users	*	
The ability to communicate effectively, both across all levels of the organisation, and with external stakeholders	*	
Ability to take control and responsibility for stressful, disruptive or highly-charged situations, calling on emergency services when required	*	
Excellent organisational and record-keeping skills	*	
Experience of using motivational Interviewing techniques		*
Ability to work on own initiative and work well under pressure, prioritise work and meet tight deadlines	*	
Empathetic and able to relate to staff, volunteers, customers and external agencies	*	
To keep composure in the face of emergency and unexpected events	*	
Ability to prioritise and manage workload	*	
Ability to engage, lead and motivate others	*	
A self-starter who is outcome focused and target driven	*	
Practical		
Good IT skills including Word, Outlook, Excel and PowerPoint, with proven ability to input and extract information and produce reports	*	