

JOB DESCRIPTION

Job Title: Bridges Support Worker
Department/Location: Community Services –Under 1 Roof
Manager: Head of Community services
Salary Range: NJC Sale 6-7
Community based

Overall purpose of the job:

To provide support in a community based project that offers people affected by severe mental illness the support they need to regain the confidence to engage in social and workplace activities.

Offer a variety of ways to support people, from one-to-one support to group work.

Support people using the service to achieve their personal recovery plans, as well as signing posting them to a range of social, recreational and educational activities.

Performance Outcomes:

To maximise the opportunities for individuals to be in more socially included, have increased confidence and increased self-awareness through a variety of proactive recovery interventions.

To provide reliable and sustained recovery for this client group, e.g. avoidance of unplanned acute admissions.

To improve the confidence, self-awareness and self-management of the client group.

To be able to demonstrate improvement in the mental wellbeing for the client group.

Increase engagement in social activities for the client group.

Demonstrate increased engagement to other appropriate community services for this client group.

Ensure that there is less unplanned usage of mainstream health services due to the better management of mental wellbeing and crises support for this client group.

Main Tasks & Activities:

Provide 1 to 1 support to assist service users to construct support plans which meet their needs, outcomes, and covers identified risks. In doing so, offering the widest possible flexibility and choice through comprehensive engagement with the community.

To support Members to use their time meaningfully whilst at the resource.

To provide support and advice for peer led groups which offer structured activities with a recovery and upskilling focus.

Actively seek to safeguard service users within the safeguarding adult's guidelines and procedures whilst promoting independence.

To support and engage in the practical day to day running of the Bridges sessions.

Ensure that risks are identified and appropriate referrals to risk enablement are made.

To implement and review support plans as directed by the services users and their personal support networks, ensuring person centred delivery of services.

To liaise with all relevant partners, including GP's, Community Mental Health teams, third sector mental health provision, mental health social care and council services e.g. housing and benefits.

To promote equality as an integral part of the role and to treat everyone with fairness and dignity.

To undertake relevant training and development appropriate to the role and be an active participant in supervision and appraisal to ensure own development.

To recognise health and safety is a responsibility of every employee, to take reasonable care of self and other and to comply with the Health and Safety policy and service-specific procedures/rules that apply to this role.

Ensure that all records/reports, in whatever format, are completed thoroughly and accurately.

To ensure that own practice is of the required standard by knowing and implementing relevant policies, procedures, and guidance.

To attend appropriate meetings and forums, relevant to the role, and actively promote the service.



Attend regularly all staff meetings and other team meetings as directed by the management.

Promote and represent the Trust at any outside forum attended.

Be aware of and follow all of the Trust's procedures including those relating to fire, health and safety, residents, personnel, public and press relations etc.

Undertake duties at **any** of the Trust's establishments when the need arises. This will include some weekends and bank holidays.

Record **all** financial transactions and ensure the Trust's financial procedures are adhered to.

SIGNED BY JOB HOLDER: DATE:

SIGNED BY MANAGER: DATE:

PERSON SPECIFICATION

The person specification sets out the qualifications, experience, skills and knowledge, personal attributes, interests and other attributes necessary for the post holder to perform the job to a satisfactory level

	Essential Without which the post holder could not be appointed	Desirable Extra qualities that can be used to choose between candidates with all essential criteria.	Method of Assessment
Qualifications		NVQ Level 3 in health and social care.	Certificates
Experience	<p>A minimum of 3 year's direct experience of working (paid or voluntary) with service users with at least one of the following support needs: substance misuse, offending history, mental health, learning disabilities, single homeless, and a clear understanding of at least two other related groups.</p> <p>Experience of working with minimal supervision, ability to manage time effectively and possess good organisational skills.</p>	Experience of setting up structured group activities with a recovery and upskilling focus.	Application form, interview, references.
Skills & Ability	<p>Proven ability to communicate effectively, both verbally and in writing at all levels. Good interpersonal skills.</p> <p>Ability to work methodically with attention to detail and keep good statistics, case notes and records.</p> <p>Be able to practically demonstrate that you are: Caring, Kind, Empathic and Patient</p> <p>Demonstrate high emotional resilience to deal with verbal abuse and threatening</p>	Experience of attending regular statutory multi agency meetings	Application form, interview, references.

	<p>behaviour.</p> <p>Able to remain calm and deal with difficult/challenging behaviour, in accordance with agreed policy, and in a non-confrontational manner. Including death, fire, self-injurious behaviour, suicide attempts.</p> <p>Be innovative and practical in approaching clients' needs, particularly those who perceive that they have failed in the past.</p> <p>Be assertive and a good communicator, both verbally and in writing, at all levels.</p> <p>Have the ability to manage time effectively and possess good organisational skills.</p>		
Knowledge	<p>Good administrative skills, including basic computer/word processing skills</p> <p>A working knowledge of the Welfare Benefits systems and a good understanding of housing rights in relation to social housing.</p> <p>An understanding of complex needs of service users</p> <p>Have an understanding of and the ability to implement anti-discriminatory practice</p> <p>Understanding of Safeguarding Vulnerable adults</p> <p>Awareness of good professional boundaries, particularly in relation to working with</p>		Application form, interview, references.

	vulnerable adults		
Other	<p>Ability and willingness to be flexible and work some unsociable hours, including evenings, weekends and Bank Holidays if requested.</p> <p>Ability to work in close conjunction with Health, voluntary organisations, and other providers partners.</p> <p>Willing to undertake any appropriate training as required (core and specialist training)</p> <p>Be honest and trustworthy</p> <p>Have a cheerful and outgoing personality and an ability to motivate others.</p> <p>A flair for creativity and being able to think outside the box.</p>	<p>Self-Awareness</p> <p>Perception of panel from interview that post holder would fit into team</p>	<p>Application form, interview, references.</p>