

Post title:	Support Worker
Base:	Community Services across Devon
Accountable to:	Operational Manager
Responsible to:	Deputy Manager

Wider context

Step One is a leading third sector provider of recovery supportive services in Devon and is committed to the continuing development of recovery values in practice. Step One's approach to this is set out in the statement of purpose:

- All people have shared human needs to maintain or recover mental wellbeing and a satisfying quality of life.
- Our purpose is to support, through the recovery coach relationship, each individual to meet his or her needs in order to live well.
- We support each person to achieve their personally defined outcomes and deliver this support in ways that are responsive to personal preference.

We strive continuously to develop and improve our ability to support personal development and to achieve the standards set for the mental health and wellbeing networks in Devon. These standards are set out in Step One's statement of purpose and all employees are expected to work towards them at all times.

Role summary

The Support Worker is responsible for the safe and effective delivery of community and accommodation-based support services. The post holder will support the Deputy Manager to provide the highest standard of support to people with autism spectrum conditions, learning difficulties or mental health concerns, supporting them to achieve positive and meaningful outcomes in line with their person-centred plans. They will work as part of a team under the supervision of senior staff members. The post holder will provide support to meet the standards and requirements laid down by the relevant regulatory body and internal governance requirements. They will work within a team of staff to ensure standards are consistent across all services.

Job purpose

- Provide safe, effective, responsive, caring and respectful support
- Promote and improve the quality support services provided within the community
- Deliver services according to Step One policy.
- Work within the staffing rotation system, including weekend working.

Duties and responsibilities

- Demonstrate effective support skills across a range of service pathways.
- Attend supervision and training according to Step One policy.
- To have knowledge of and experience in providing recovery responsive support.
- To demonstrate effective knowledge and provide advice and guidance to people we support.

- Be responsible for the provision and maintenance of effective working relationships, which acknowledge the rights and personal dignity, and encourages opportunity for growth and development, of the person using this service.
- Ensure accommodation-based services are maintained to Step One standards.
- Provide cross cover to other Step One services when there is an operational need.
- Work in line with agreed safeguarding protocols at all times.
- Engage actively in required training and to ensure staff attend required training.
- To have some knowledge of the legal requirements of the Mental Health Act 1983 (including 2007 updates), Mental Capacity Act 2005 (to include Deprivation of Liberty safeguards), Care Programme Approach, Care Quality Commission Essential Standards and Community Care Act 1990
- To work to the NICE and Best Practice Guidelines and Standards.
- Be aware of and work in line with all relevant Step One policies.

Communication and working relationships

- Have excellent written and verbal communication skills and be proficient in the use of electronic systems
- Maintain professional working relationships with other members of the multi-disciplinary team (statutory services)
- Liaise with carers, families and user groups and representatives
- Liaise with a range of professionals and agencies allied to the holistic care of the person using this service, e.g. G.P, social worker, housing etc.
- Be able to deliver support review reports and assist the deputy with information/data collation.

Planning and organisation

- Be competent in the prioritisation and completion of tasks
- Act up in the absence of the deputy manager, as required
- Work with colleagues in line with Step One policy
- Maintain internal audit and monitoring systems
- Work within a flexible staff rota, responsive to changing need.

Responsibility for care, treatment and therapy

- Monitor and review the assessed complex health and wellbeing needs of people we support
- Ensure support plans meet individual needs
- Update all records in accordance with Step One procedure and maintain accurate documentation using the correct recording systems
- Ensure risk assessments are updated regularly in clinical records
- Maintain professionalism at all times whilst being non-judgemental
- Maintain safe practice working to Government and Step One policies and procedures
- To maintain a regular cycle of review with care coordinators as directed by your line manager.

Policy, service, research and development responsibility

- Be aware of national and professional developments
- Participate in ongoing training and education progress
- Demonstrate evidence based practice and participate in research/audit/pilot projects
- Be aware of and promote current initiatives in care
- Promote and fully engage in service changes with a positive professional attitude.

Responsibility for finance, equipment and other resources

- Follow Step One policies and procedures in relation to the handling of monies, property etc. belonging to people using the service.
- Ensure people have housing benefit review and support with rent management where applicable.

- Demonstrate effective risk management skills.
- Use Step One resources in a sustainable, cost effective and appropriate way.

Information resources and administrative duties

- Maintain records complying with Step One policy, professional standards and governance regulation.
- Engage and participate in the use of electronic recording systems and training when required.
- Participate in formulating and providing reports for other professionals.

Other specific tasks required

- Demonstrate a working knowledge of Government Health and Social Care policy.
 - Ensure any reports of unprofessional behaviour, accident/incident, untoward occurrence, and faulty equipment are addressed according to policy.
 - Take an active role in own supervision and continuous professional development.
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Review of this job description

This job description is intended as an outline of general areas of activity and will be amended in the light of changing service needs. This job description will be reviewed with the post-holder on an annual basis.

General information

Confidentiality

The post holder will maintain appropriate confidentiality of information relating to Step One, individuals and service-user information. The post holder will be expected to comply with all aspects of the Data Protection Act.

Equality & Diversity

Step One is committed to achieving equality of opportunity for all staff and for those who access services. The post holder must work in accordance with equal opportunity policies/procedures and promote the equality and diversity agenda of Step One.

Recovery

It is a requirement of all employees to have an understanding of the broad principals of the Recovery Approach and to incorporate them into every aspect of their work, in support of Step One's aim to provide services that support people's recovery by promoting social inclusion, self-management, personal autonomy and independence.

Risk Management / Health and Safety

Employees must be aware of the responsibilities placed on them under the Health & Safety at Work Act 1974, ensure that agreed safety procedures are carried out and maintain a safe environment for employees, service users and visitors.

Records Management

The post holder has responsibility for the timely and accurate creation, maintenance and storage of records in accordance with Charity policy, including email documents and with regard to the Data Protection Act, The Freedom of Information Act and any other relevant statutory requirements.

Clinical Governance

The post holder will be expected to participate in clinical governance activities to assist Step One in providing high quality services.

Prevention and Control of Healthcare Associated Infection

The post holder is expected to comply with infection control policies and act at all times in such a manner as to minimise the risk of healthcare associated infection.

Policies & Procedures

Step One employees are expected to follow policies, procedures and guidance as well as professional standards and guidelines. Step One policies can be accessed on the internal I drive.

KEY RELATIONSHIPS:

The post-holder is expected to develop and foster key working relationships with all internal /external agencies which may include:

- People we support and their nominated supporters
- Service managers and team members
- Care Coordinators
- CRHT
- Administration team
- Referring agents
- Housing and accommodation officers and housing providers
- Benefit officers
- Citizen's Advice Bureau
- Advocacy teams
- Community mental health teams
- Partner providers

Applicants should be able to demonstrate all aspects of the Person Specification, both on the application form and at interview.

Personal specification

Post title:Support Worker – Enabling Services

Requirement	Essential / Desirable
QUALIFICATIONS AND TRAINING	
Health and Social Care training or equivalent	D
Willingness to complete Step One mandatory courses (will be required to complete and undertake relevant physical interventions training, with adjustments considered, if required)	E
Evidence of continuous professional development	D
Current driving licence with car available	E
KNOWLEDGE	
Knowledge of ordering, storing and administering required medication	D
Multi-disciplinary working	D
Understanding of Recovery Principles in Mental Health	D
Knowledge and understanding of both adult's and children's safeguarding guidance	D
Knowledge of the Mental Capacity Act and Deprivation of Liberty safeguards	D
Knowledge of effective assessment and review process	D
Knowledge of mental health and associated support needs	D
Knowledge of commissioning protocol	D
Knowledge of CPA (Care Programme Approach)	D
EXPERIENCE	
Experience of team working	E
Experience of lone working	D
Experience of delivering support to people in mental health distress	D
Experience of recovery focused risk management	D
Experience of quality/governance monitoring systems	D
Experience of working in third or private sector	D
Experience of contract management in health and social care	D
Experience of housing management	D
SKILLS AND ABILITIES	
Communication Skills:	
Excellent verbal and written skills	E
Ability to form positive therapeutic relationships with service users, carers and other professional bodies	E
Competent IT skills	D
Ability to engage in and lead meetings	D
Analytical and Judgemental Skills:	
Ability to assess situations, make decisions, co-ordinate and organise appropriate responses	E
Awareness and ability to maintain personal boundaries	E
Ability to assess and manage risk	E
Planning and Organisational Skills:	
To be able to plan and implement all aspects of recovery support	E
To demonstrate effective team work skills within services	E
To demonstrate effective planning, prioritisation and completion skills	E
Other Skills and Abilities:	
Work to Step One's data and confidentiality policy	E
Work as part of a team	E
Work as an effective role model appropriate to role	E
Promote effective service delivery and future changes in a positive way	E
Willingness for self-development	E
Ability to self-manage own wellbeing	E
Attend mandatory training for breakaway, manual handling, etc.	E
Flexibility to work shifts on a rota basis - including weekends and bank holidays	E