

JOB DESCRIPTION

Job title: Mental Health Worker

Service: Lewisham Supported Housing

Salary: Grade 2 Point 11 – 15

Hours: 30 hours per week

Location: Lewisham

Responsible to: Senior Mental Health Worker

Key tasks and responsibilities:

1. Supporting recovery and promoting independence through encouraging service user involvement in all aspects of the Recovery Star including action planning and working collaboratively to build on strengths and increase daily living skills.
2. To support recovery through a tailored and client centred approach taking into account the cultural and ethnic diversity of service users.
3. To key work a cohort of service users, ensuring Action Plans are formulated with clear objectives and SMART outcomes. The plan will be agreed with service users and reviewed regularly with relevant others which may include: relatives, care co-ordinators and significant others.
4. To carry out full risk assessments of service users incorporating the views of any other agencies and of service users.
5. To support service users to carry out practical tasks of daily living including:-
 - Promoting and supporting ordinary life opportunities and choices.
 - Promoting meaningful use of time though encouraging use of community based facilities and to engage in vocational, educational and social activities.
 - Encouraging self-medication with support; prompting and supervision where appropriate.
 - Supporting service users manage their own finances.
 - Ensuring that service users with high level physical needs receive appropriate levels of ongoing care and support, in accordance with their needs.
6. To encourage service users to be fully involved in all aspects of service delivery in line with the principles of co-production, including: business planning, service user forum, policy and procedure review, house meetings and health and safety.

7. To develop and deliver workshops to service users to enhance their living skills.
8. To provide appropriate support and supervision to volunteers with support from the Senior Mental Health worker and Project Manager.
9. To take a lead on an agreed area of practice, which currently includes: Service user involvement, community inclusion, art and culture, smoking cessation, and healthy living.
10. To report promptly any urgent house maintenance problems to the Senior Mental Health worker and Hexagon Housing Association.
11. To undertake regular health and safety checks within the properties and ensure that appropriate Health and Safety standards are maintained.
12. To maintain accurate, relevant records in accordance with Family Action policies including General Data Protection Regulation (GDPR).
13. To liaise with outside agencies, including Department of Work and Pensions, Housing Benefit, Prevention Inclusion and Public Health Commissioning (PIPHC) , GP's, Community Mental Health Team and other mental health professionals.
14. To be able to evidence Family Action's values at all times, which underpin Family Action's mission of 'building stronger families' by:
 - a) Being people focused
 - b) Reflecting a 'can do' approach
 - c) Striving for excellence in everything we do
 - d) Having mutual respect for everyone we work with, work for and support through our services
15. To ensure you have an understanding (appropriate to your role) of, and comply with Family Action's procedures for promoting and safeguarding the welfare of children and vulnerable adults.
16. To comply with Family Action's Diversity & Equality Policy and our Ethical Policy in every aspect of your work and positively promote the principles of these policies amongst colleagues, service users and other members of the community.
17. To comply with Family Action's Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety and welfare.
18. To work flexibly as may be required by the needs of the service and carry out any other reasonable duties as required.

Person Specification



1. Educated to level three or above with a recognised professional qualification in social work, health, education or equivalent, and evidence of a commitment to continuing learning and professional development.
2. Minimum of 2 year's experience in mental health work either as a member of staff or as a volunteer.
4. Knowledge of the recovery model and principles of co-production
5. Knowledge of Trauma Informed Practice and ability to work with service users with complex needs
5. Ability to meet the needs of service users sensitively and responsibly.
6. An ability to work effectively with people from diverse ethnic and cultural backgrounds.
7. An ability to work effectively with people from the LBGTQ+ community.
8. Able to be emotionally resilient when working with challenging behaviour and complex needs.
8. A capacity for reflective insight regarding your own impact upon service users and colleagues.
9. Good written and verbal communication skills.
10. Good working knowledge of IT including Microsoft office, and ability to use Microsoft Teams and Zoom.
11. Ability to liaise effectively with outside agencies, such as GP's, Community Mental Health Teams, Housing Benefit, Prevention Inclusion and Public Health Commissioning Team and DWP.
12. Personal commitment to the development of and the promotion of valued social roles for service users.
13. An understanding of the challenges that people with serious mental health issues may experience living in the community.
14. An ability to manage time efficiently and to work autonomously as well as to work as part of a team.
15. Able to work weekends and public holidays flexibly on a rota basis in order to enable the service to function seven days a week, 52 weeks per year.
16. Able to evidence Family Action's values at all times, which underpin Family Action's mission of 'building stronger families' by:

- a) Being people focused
- b) Reflecting a 'can do' approach
- c) Striving for excellence in everything we do
- d) Having mutual respect for everyone we work with, work for and support through our services