



Mind Aberystwyth

Job description

Job title: Support Officer

Responsible to: Operations Manager

Hours: We have vacancies for Support Officers at Mind Aberystwyth. Some support may be required on weekends and evenings.

Location: Aberystwyth and the surrounding area

Length of contract: Temporary 6 month contracts with the potential for permanent employment, part-time 22.5 hours a week (3 days a week).

We will also consider applications from individuals who may wish to work full-time hours and these can be discussed and agreed with the Senior Management Team should the applicant be offered an interview.

Salary: Starting at £14,625 (pro rata)

Purpose of the job:

To enable and empower vulnerable people with mental health and/or autism in our communities. Support will be provided to individuals in a variety of different settings. You will be required to give support to the customers in managing their tenancies/licences and move towards greater independence within the community by providing a flexible and individually tailored support package that promotes inclusion, encourages aspiration and improves well-being. The support will be delivered in the community and within client's homes.

Scope:

Mind Aberystwyth provides the mental health floating support for Supporting People on behalf of the Local Authority in the North of Ceredigion. In addition we also offer support to people on the autistic spectrum. Supporting People aims to help individuals to live successfully and independently in settled accommodation within the community. The post holder will work closely with

other staff members to fulfil this aim.

Mind Aberystwyth is an independent charity. We work to create a better life for anyone with experience of mental distress (including severe and enduring mental illness), including family, friends, carers and supporters. Support Officers are expected to contribute to this aim.

Key responsibilities:

Support work

1. Undertake key-working responsibilities for a case-load assigned by the Senior Management Team.
2. Undertake initial & continuous assessments of needs and identify potential risks & agree levels of support and actions.
3. Create support plans for providing appropriate services based on the assessment and reflecting the services and resources available.
4. Support clients to undertake all domestic tasks wherever possible, including practical assistance where they have not yet developed the skills, to ensure clients enjoy a high quality of accommodation.
5. Develop and maintain links with all key agencies and service providers in the local community.
6. Empower clients to ensure they receive the service and benefits they are entitled to.
7. Undertake all administrative work and keep accurate and comprehensive client records to professional standards.
8. Encourage and enable clients to pay their rent.
9. Ensure that referrals are chased pro-actively so that voids which can be used to house/support those in need are filled as efficiently as possible.

General duties

1. Uphold and promote Mind Aberystwyth's policies and procedures including our equal opportunities policy.
2. To be responsible for the maintaining quality and consistency of Mind Aberystwyth's message and for ensuring all activity is undertaken in such a way as will not compromise the good name of Mind Aberystwyth, its legal and financial liability.
3. Engage in learning and development activity to increase knowledge and skills.
4. To be prepared to work flexible hours and to travel throughout

Ceredigion.

5. To undertake other duties that may, from time to time, be necessary and compatible with the nature and pay of this post.

The above sets out the post's key responsibilities. The post holder will be required to undertake various tasks and duties to ensure that these key responsibilities are effectively met.

This job description is indicative of the range of current duties and responsibilities of the post holder, it is not comprehensive. It is inevitable that the duties will change to reflect the organisational development, and it is essential therefore that it should be regarded with a degree of flexibility, so that changing needs can be met. These changes will be discussed with the post holder. Substantial changes could require a job evaluation re-assessment, which could affect the job grade and contractual terms of this job.

Person specification:

Essential Criteria:

1. Have a proven track record of supporting individuals to achieve goals and fulfil their full potential.
2. Possess excellent organisational skills and proven ability to prioritise and organise own work effectively.
3. Ability to work unsupervised and on own initiative.
4. Good attention to detail and accurate record keeping with good literacy and numeracy skills.
5. Excellent interpersonal skills and the ability to liaise and advocate with people at all levels on behalf of clients by telephone, face to face and in writing.
6. Is fundamentally calm and resilient, does not let emotion adversely affect them or obscure their judgement.
7. Proven ability to work alone and as part of a team.
8. Be creative and possess the ability and willingness to work in flexible and non-conventional ways.
9. Demonstrable experience of working pro-actively and in a solution focussed manner whilst supporting individuals to maintain their independence.
10. Is personally IT competent, including the internet, email and office packages.
11. Willingness to work flexible hours.
12. Willingness to undertake daily travel throughout Ceredigion.
13. Have use of a vehicle during working hours for which you will be expected to provide evidence of having in-date insurance including business cover, MOT if applicable and Tax.
14. Have a full driving licence.

Desirable criteria:

1. Experience of working with individuals experiencing mental distress.
2. Experience of working with individuals with Autism Spectrum Disorder.
3. Direct or indirect experience of mental distress.
4. The ability to communicate through the medium of Welsh.