



Job description and Person Specification

Support Worker

Purpose of the job:

(1) *Tenancy related support:*

To enable and empower vulnerable people with mental ill health to live independently within our communities. Tenancy related support will be provided to individuals in a variety of different settings. You will be required to give support to service users to establish and manage residential tenancies / licences and move towards greater independence within the community by providing a flexible and individually-tailored support package that promotes inclusion and improves well-being. The support will be delivered in the community and within client's own homes. Assistance may include help to improve daily living skills, social interactions, and community involvement, but focus on housing related issues.

(2) *Group activities:*

To plan, organise and deliver group activities for vulnerable individuals within the centre and other pre-selected locations. These activities are designed to improve the well-being of individuals within the local community and improve daily living skills. Bespoke training will be provided for specialist group activities where required.

Scope:

Mind Aberystwyth provides mental health floating support for Supporting People on behalf of the Local Authority in the North of Ceredigion. 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.

We also offer a range of group activities that are designed to improve the wellbeing of individuals within our local communities.

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 workers are expected to contribute to this aim.

There is a move nationally to look at services for young people and this post may be expected to support with this aim.

Key responsibilities:

1. Undertake key-working responsibilities for a caseload assigned by the management team.
2. Co-produce support plans with clients using outcomes stars and to agree achievable goals, recording and reviewing progress.
3. Undertake initial & continuous assessments of needs and identify potential risks & agree levels of support and actions.
4. Create support plans based upon these assessments and reflecting on the services and resources available in the local area.
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 maintain their own tenancies.
9. Contributing to and facilitating group work.
10. Provide specialist support, where necessary and where trained, to individuals with enduring mental ill health.

General duties

1. Uphold and promote Mind Aberystwyth's policies and procedures including our equal opportunities, data protection and privacy policy.
2. To be responsible for ensuring all activity is undertaken in such a way as will not compromise the name of Mind Aberystwyth, its legal liability, or its financial liability.
3. Engage in learning and development 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 conversant with the nature, and salary, of this post.

The criteria above set 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 Support Worker vDec 21

post holder; however, it is not comprehensive. It is inevitable that duties will change to reflect the organisations continued 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 using your 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 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 ICT competent, including previous experience of using a variety of Microsoft Office programmes, excel, databases, Microsoft teams and be comfortable using Video Conferencing applications regularly (Zoom, Teams etc).
11. Willingness to work flexible hours.
12. Willingness to work in an agile manner including at home and in the office when required.
13. Willingness to undertake daily travel throughout Ceredigion.
14. 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.
15. Is in possession of a substantive driving licence. Applicants without a substantive driving licence, or regular use of a vehicle, will unfortunately not be considered for the post.
16. Willingness to engage in programme of Continuing Professional Development.
17. The ability to communicate through the medium of Welsh or willingness to learn

Welsh.

Desirable criteria

1. Experience of working with individuals experiencing mental distress.
2. Direct or indirect experience of mental distress.
3. Experience of delivering training to groups of participants

Essential Qualifications:

1. GCSE grades A-C in English language, Maths and Sciences.
2. A-Level / BTEC or equivalent qualification.
3. An NVQ Health and Social Care Level 2 or 3 (or equivalent qualification in Health/Social Care Sector) or currently enrolled in a course. **Or** be willing to engage in a course.

Desirable qualifications:

1. Degree or be working towards a degree in health, social care, education, youth and community work or equivalent subject.
2. GCSE Welsh language.

Salary

The successful applicant(s) will be offered a salary of £17,745 (full time equivalent). This is an hourly rate of £9.10. This is subject to review with pay award pending in March 2022.

Contract

Successful applicants will be appointed on a temporary basis until 03.06.22 in the first instance. Any extension is subject to funding. Subject to two satisfactory references and 6 month probation period.

Hours

Mind Aberystwyth are seeking an employee to work a minimum of 22.5 hours per week (3 days) up to 37.5 (5 days) . We will consider employing individuals on a part time or job share basis. Employees need to be available to work on Friday mornings.

Location

Due to Covid-19, all staff are currently working partly from home, in the office and out in the field.

DISCLOSURE AND BARRING SERVICE CHECK (DBS)

This position will require the successful candidate to undergo a DBS check as you will be delivering services to vulnerable adults and/or young people.