

Providence Row Housing Association

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| ROLE TITLE | Support Worker |
| DEPARTMENT | Edward Gibbons House Recovery hub (EGH) Client Services |
| RESPONSIBLE TO | Manager/ Deputy Manager |
| RESPONSIBLE FOR | Residents at EGH |
| PROJECT AIMS AND OBJECTIVES | Edward Gibbons House is a recovery hub providing accommodation and support to homeless men with substance dependency needs. Within a Psychologically Informed Environment residents are supported using the Recovery Model to stabilise their substance use, establish networks of support, manage their health and welfare, and move on to either abstinence based service or lower support accommodation. |
| ROLE PURPOSE To | participate in the delivery of good quality services to hostel residents which meets PRHA service standards, aims and objectives and performance targets |
| Main areas of responsibility | |
| <ol style="list-style-type: none"> 1. To work with other members of the staff team to create a safe and welcoming environment within the framework of a 'psychologically informed environment.' 2. To interview new referrals, and book in after establishing that the project can meet their needs. 3. To engage and build supportive trusting relationships with service users, particularly those with mental health issues and dual diagnosis or complex needs, motivating and empowering them to recover and improve their lives. 4. To create risk assessments and multi agency risk management plans. 5. To undertake needs-assessments, identifying skills and abilities, then develop and review holistic user- led support plans, using the outcomes star to track | |

progress.

6. To deliver high quality support to a caseload of key clients with mental health issues/ dual diagnosis, coordinating access to mental health, health, substance misuse, benefits, and other services
7. To carry out assessments of alcohol / drug usage then deliver brief interventions outlining the impact on mental health, risks, harm minimisation benefits and referral options to specialist agencies.
8. Using personalised hours offer practical assistance with life skills and activities
9. To develop links and effectively liaise with a wide range of internal and external partners including statutory and voluntary organisations (especially mental health agencies) participating in multiagency case conferences, to plan support, manage mental health, substance use, risk and move on.
10. To be a resource for colleagues on mental health issues and provide training to them.
11. To initiate and participate in group activities like the luncheon club for the benefit of service users.
12. To anticipate, respond, report and record incidents, antisocial behaviour and matters of concern, ensuring that appropriate follow-up actions are taken.
13. To share all relevant information (verbally and in writing) within the context of data protection and the confidentiality policy.
14. To work collaboratively as a team member, participating positively in team meetings, reflective practice sessions, training and away days,
15. To contribute to service improvements and consistent high quality service delivery.
16. To actively promote and support service user involvement in the design, development and delivery of the service and encourage peer support and involvement across PRHA and the wider community.
17. To ensure that all Health and Safety policies and procedures are followed including room and building checks and regular updating of risk assessments.
18. To monitor vulnerable residents, working with colleagues to ensure that care needs are met and rooms maintained. To deliver personal care in crisis

Providence Row Housing Association

situations where the service user is at risk.

19. To assist residents with managing their medication, strictly adhering to PRHA's Medication Policy. To monitor for side effects and contra indications, and , If medication is combined with alcohol or illegal drugs , to alert the GP, or CPN
20. To assist residents who cannot manage their money, according to Finance policies and procedures
21. To ensure residents are safeguarded from abuse and promptly report safeguarding concerns through the line management structure.
22. To use IT systems accurately to communicate, record and update support plans, incident reports and other records on PRHA's database.
23. To act at all times within Providence Row Housing Association's rules, policies, procedures, standing orders and financial regulations;
24. To practically implement Equal Opportunities in your daily work, ensuring that services users' diversity and cultural needs are respected, and discrimination or harassment is challenged.
25. Maintain the highest standards of personal and professional integrity in line with PRHA's code of conduct.
26. Carry out other duties that may be reasonably required from time to time.

KNOWLEDGE/SKILLS/EXPERIENCE/COMPETANCIES

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| <u>Essential</u> | <ul style="list-style-type: none">• Knowledge, empathy, understanding and proven ability to work creatively and engage homeless people whose substance misuse/ complex trauma has had significant effect on their physical and mental health, social and coping skills .• Ability to assess needs and risks (within a framework of positive risk taking) and develop user led support plans.• Ability to work collaboratively with other agencies to ensure that integrated support services are provided for residents.• Knowledge of mental health conditions and experience of working with people with mental health issues and dual diagnosis.• Ability to identify and address health and care issues with partners, especially mental health, substance misuse, dementia etc.• Knowledge of mental health legislation• Ability to respond to challenging behaviour in a safe way.• Ability to develop successful professional relationships with mental health services , working collaboratively with them and other |
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Providence Row Housing Association

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| | <p>external and internal partners , sharing expertise and learning from colleagues in health, social care, probation and voluntary sector.</p> <ul style="list-style-type: none"> • Knowledge of and commitment to service user involvement, self empowerment, equalities, diversity and service improvement • Basic understanding of the principals of delivering support within a Psychologically Informed Environment (PIE) and commitment to working within this model and developing your own practice • Robust knowledge and practical application of adult safeguarding requirements. • Knowledge and understanding of Health and Safety in a hostel setting, including dealing with emergencies and working alone. • A good listener and communicator at all levels, including people with communication difficulties • A good standard of literacy, numeracy, computer skills and the ability to write accurate and succinct reports. • Proven ability both to work within a team and use initiative to problem solve. • Excellent time management skills • Willingness and ability to support personal care where the service user is at risk • Ability to implement policies and procedures, standing orders and financial regulations |
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| <u>Behaviours</u> | <ul style="list-style-type: none"> • Customer focused • Determined, persistent and results orientated • Self motivated • Adaptable and Flexible |
| EXAMPLE PERFORMANCE MEASURES | |
| Measure 1 | |
| Measure 2 | |
| Measure 3 | |