

LONDON BOROUGH OF HACKNEY

JOB DESCRIPTION

POST TITLE:	Senior Support Worker - Mental Health
DIRECTORATE	Adults, Health and Integration
SERVICE	Adult Social Care
GRADE:	PO1
LOCATION:	East London Foundation Trust
RESPONSIBLE TO:	Senior Practitioner / Team Manager
RESPONSIBLE FOR:	Mental Health Support Workers x 6

PURPOSE OF THE JOB

This is a London Borough of Hackney (LBH) role, based at East London NHS Foundation Trust (ELFT). ELFT provides a comprehensive mental health service to people from a diverse range of cultures and ethnic groups covering the City of London, Hackney, Newham and Tower Hamlets. The post holder should be dedicated to providing high-quality mental health social care within diverse, multi-disciplinary teams, with focus on delivering exceptional interventions that achieve the best possible outcomes for individuals with mental health needs.

Providing an outreach service to allow people with severe and enduring mental health needs to live stable and satisfying lives in the community. The Senior Support Worker will oversee and mentor the Mental Health Support Workers, ensuring they deliver high-quality care to individuals. They will provide guidance, support, and supervision to the team, ensuring effective service delivery and addressing complex cases as needed. Additionally, they will participate in case reviews, and contribute to the continuous development of care plans and team performance, ensuring KPIs are met.

KEY ACCOUNTABILITIES

- To lead and coordinate the provision of outreach, support and reablement services to service users with severe and enduring mental health needs as detailed in their individual support plans. To oversee the delivery of a high standard service . To create an empowering and participatory environment for service users and to support care plans that support recovery and independence in the community.
- To support adults with a primary mental health need to help prevent and reduce needs under the Care Act 2014 by providing support to maximise independence and strengths.

- Provide day-to-day leadership and supervision to the Mental Health Support Workers whilst ensuring best practices are followed and KPIs are met.
- To allocate and maintain an appropriate level of service user caseloads for Mental Health Support Workers. To work in partnership with service users, carers and social work staff to formulate agreed outcome focused and time-specific support plans under principles of the Care Act 2014. To ensure regular reviews of support plan objectives and outcomes.
- To support service users in the development of independent living skills. To advise and assist users in independently managing their accommodation, finances, leisure and recreation, and mental health needs. To liaise with Locality Mental Health Teams, Primary Care providers, housing providers, benefits agencies and other relevant services to ensure service users' needs are met and to be a point of contact for escalation.
- To oversee and ensure the quality, accuracy, and compliance of all service user records within the team, providing guidance and training to support workers. To conduct audits, monitor adherence to confidentiality and legal requirements, and address any issues or non-compliance.
- To carry out risk assessments and manage risk communication, ensuring that relevant stakeholders are informed and involved in risk management plans. To provide guidance to support workers in addressing risks, escalate complex cases, and ensure compliance with organisational policies.
- To keep informed and up-to-date with legislation, guidance, policy and good practice in the field of mental health and adult social care.
- To act at all times and to carry out all duties in the context of and in compliance with the Council's policies and frameworks.
- To oversee and coordinate reablement support, providing guidance to the Mental Health Support Workers in delivering both practical and emotional assistance to help service users gain greater independence in the community.
- To oversee and coordinate short-term step-down services for service users returning home from psychiatric hospitals, as well as step-up support when there is a risk of hospital admission and to provide guidance and ensure appropriate support is in place to help service users maintain their tenancy when mental health issues put it at risk.

It is expected that the post holder will work flexibly and undertake a range of duties which are within the scope of the post and the competencies of the post holder. This list of key accountabilities is neither exclusive nor exhaustive.

ANTI-RACISM & EQUAL OPPORTUNITIES

Hackney aspires to be an anti-racist organisation. The post holder should demonstrate through personal and professional example, a commitment to dismantling systemic racism, discrimination and injustice. We expect staff to make anti-racism and anti-oppressive ways of working a foundation of their practice.

To demonstrate a commitment to Anti-racism, equality of opportunity for all groups of staff and service users and to challenge discrimination, racism, sexism and other forms of unjust behaviour. Actively cultivating an inclusive, learning environment, celebrating cultural, heritage and religious diversity.

The post holder is expected to be committed to the Council's core values of public service, quality, equality and empowerment and to demonstrate this commitment in the way they carry out their duties

NB: All employees are expected to adhere to the Council's Diversity & Equality and Health and Safety Policies.

Hackney is committed to safeguarding and promoting the welfare of children and vulnerable adults and operates stringent safer recruitment procedures.

PERSON SPECIFICATION

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SKILLS, EXPERIENCE AND KNOWLEDGE

- Working Knowledge of Mental Health and Community Care legislation and guidance including the Mental Health Act 1983 amended 2007 and the Care Act 2014 with the ability to apply these in complex cases and provide guidance to support workers.
- An advanced knowledge of welfare rights and benefits as applicable to the needs of individuals with severe mental health needs living in the community, including knowledge of Welfare Rights and Housing Benefits.
- Knowledge of the role of community support services in the care and rehabilitation of individuals with severe and enduring mental health needs.
- Experience in providing practical and emotional support to staff working with individuals experiencing severe and enduring mental health needs.

- Knowledge of the principles of reablement and recovery in the context of mental health and how to apply it in complex cases.
- Facilitating partnership working with professionals from a range of statutory and non-statutory agencies, including Locality Mental Health Teams, GPs and other Primary Care providers, welfare and benefits agencies and housing, leisure, recreation and training providers.
- Experience in allocating and monitoring staff caseloads. Ensure regular reviews and make adjustments and prioritise cases as needed to meet service users' evolving needs.
- Ability to maintain accurate, accessible and up-to-date records in accordance with departmental, corporate and legislative guidelines and requirements. Ability to maintain appropriate confidentiality.
- Monitor mental health of services and manage escalation concerns and support staff in their programme of treatment.
- Regular staff supervision and appraisal of performance.
- Ability to work with service users to support and promote strengths-based practice, including the facilitation of service user led resources and initiatives.
- Ability to act at all times in accordance with the Council's policies and procedures and to carry out duties in the same context.
- Ability to act at all times and to carry out all duties in the context of and in compliance with Council's Equal Opportunities policies.

DESIRABLE CRITERIA

- Current driving licence.
- Experience in managing.
- Experience of working with mental health service users in the development of independent living skills, and of assisting and advising service users in independently managing their accommodation, finances, leisure, recreation and mental health needs.

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