**ROLE DESCRIPTION**

**Post: MENTAL HEALTH SUPPORT WORKER**

**Reporting to: Manager**

**Purpose: To work within a team to provide care and support to service users who have Mental Health needs in order that they may enjoy meaningful lives.**

**Salary: £9.50 p/h - Full-time**

**Main functions of the post**

To support the team in the day-to-day delivery of person-centred care and support to enable the service users whom we support to live full and independent lives within their local community.

The post holder will:

1. Work within the philosophies of Care Assist which aims to maximise the potential of each service user, and will follow all policies and good practice affecting the care, treatment and personal development of the service users in the house.
2. Facilitate and support service users in decision making, promoting choice and involvement giving full regard to initiatives aimed at service user’s empowerment.
3. Support each service user’s participation in social, leisure, educational and employment opportunities within the local community and that their needs are being met.
4. Support service users to maintain good mental well-being and independence.
5. Assist in the preparation of care plans and reviews.
6. Ensure that all the Care Quality Commission requirement are met.
7. To safeguard service users from abuse by adhering to legislation.

**Support Worker outcomes:**

1. To create a happy place for the service users, where they feel valued, secure, and fulfilled.
2. To provide care and support in accordance with the policies and procedures of Care Assist.
3. To ensure the outcomes are followed as identified in care reviews and care plans.
4. To ensure that Health and Safety standards are maintained in the provision of accommodation, personal care, fire safety, hygiene, nutrition, and domestic services to each service user.
5. To participate in the implementation, recording and monitoring of the development of each service user in accordance with their care plan.
6. To facilitate and help maintain the cultural, family, religious, and social interests of each service user.
7. To enable the service users to make informed choices and encounter new experiences.
8. To liaise with relatives and other significant people and also outside agencies/ professionals as necessary.
9. Act as a ‘Key-Enabler’ to an individual service user, taking on the responsibility for specified areas of care and support. Ensure all medical needs are met and support the service user to advocate his or her own needs and wishes.
10. Encourage and enable service users to maintain their personal Care whilst maintaining dignity.
11. Once trained, to administer medication strictly in accordance with Care Assist policies and procedures, and ensure that medical emergencies are reported and dealt with appropriately.
12. Ensure that service user’s personal property and clothing is maintained to a high standard, reporting any requirements to senior staff.
13. Record information about service users and ensure effective communication with all staff members.
14. Follow Care Assist’s code of conduct in all dealing with service user’s personal and financial affairs, and avoid abuse of the privileged relationship that exists with service users.

**General**

1. Participate in staff and service user meetings as and when required.
2. To attend supervision and appraisals meetings as and when required.
3. Take responsibility for running a shift in the absence of senior staff.
4. Report immediately to the senior staff or On-call manager any accident, incident or illness incurred by a service user, colleague, self or another.
5. Understand and ensure the implementation of the Health and Safety policies and procedures. To report any faulty appliance, damaged furniture or potential hazard to a senior staff member.
6. Promote safe working practice within the service.
7. Assist in maintaining financial records in line with Care Assist policies and procedures.
8. Share in the completion of domestic tasks to assist in the overall running of the service.
9. Share responsibility for shopping and preparing meals, and ensuring environmental hygiene is met through the completion of required cleaning tasks. Alongside service users as needed.
10. Work in a team, contributing to effective team working and participating in reviews of service delivery standards.
11. To represent and promote Care Assist wherever appropriate, and is a positive manner.
12. To undertake necessary personal development and training to increase professional expertise.
13. Make visitors feel welcome, offering refreshments and assistance as and when required.
14. To maintain full confidentiality in all aspects of the role, ensuring full security of personnel, property and systems.
15. To carry out other duties as may reasonably be required by Care Assist Limited from time to time.
16. To work in other Care Assist locations when required.

This role description outlines the duties currently required, in order to indicate the level of responsibility carried by the post holder. It is not intended to be a comprehensive or exclusive list of tasks.

Duties which do not change the general character of the role or the level of responsibility may be varied from time to time.

This role description will be reviewed annually, in line with the developing organisation and service specification. Any amendments to the job description will only follow after prior consultation with Care Assist Ltd management team.

**Person specification (tested at interview)**

**Role: Mental Health Support Worker**

**Knowledge:**

A clear understanding of:

* Working with people who have a Mental Health and other associated cognitive disorders.
* Understanding of equal opportunities and anti-discriminatory practices.
* The importance of Health & Safety
* The principals of person-centred planning focusing on outcomes led care
* Awareness of the opportunities and constraints of working in an area of diverse cultures.
* Maintaining good health and well-being.
* Managing challenging behaviour
* Assessing risk within a care setting.

**Skills:**

The ability to:

* Communicate effectively verbally and in writing
* Basic numeracy skills
* Ability to work on instruction and prioritise work independently using common sense.

**Experience:**

Demonstration of experience:

* Work with people who have physical, severe learning difficulties and/or mental health problems *(this may include care of family members, voluntary work or paid employment)*

**Personal Qualities:**

You will:

* Demonstrate loyalty, honesty and integrity, industriousness, commitment, and ambition
* Work positively as part of a productive team
* Show self- motivation and flexibility
* Ability to manage personal issues so they do not impact on the work.
* Ability to handle and manage the emotions of service users without becoming personally involved.
* Show a willingness and desire to learn and undertake further professional training

Most importantly possess a sense of humour!

**Qualifications:**

You will ideally hold:

* NVQ level 2 in care service provision, or be willing to train for it
* Certificate in Mental Health
* Demonstration of a good basic education.

**Legislative Requirements:**

You are required to have:

* Satisfactory CRB
* Valid Work Permit (for oversee workers)
* Satisfactory work references and 1 character reference

**Care Assist Limited is an equal opportunities employer.**