

Job Title: VAS Lead Worker - Supported Accommodation
Department: Vulnerable Adults Service
Reports to: Service Manager
Hours: 37.5 per week

About Birmingham Mind

Our Vision

Better Mental Health For All

Our Values



Respect

Respect for
the
individual



Partnership

By working
together we are
more effective
and inclusive



Recovery

Enabling each
individual's unique
and personal
recovery journey
wherever and
whenever we can



Wellbeing

Actively working to
educate and
encourage people to
look after their
mental, emotional and
physical wellbeing



Prevention

Building resilience
and challenging
stigma in and
across
communities

Birmingham Mind is a leading provider of mental health services in Birmingham and the West Midlands, delivering a wide range of differing services. We have a well-earned reputation for excelling in quality and we offer high quality services that support both recovery and wellbeing.

We actively work with people so that they can be in control of their lives. With respect for the individual at the forefront of all the work we do, we empower people to achieve their goals, reach their true potential and have the highest quality of life possible.

We always strive to challenge the stigma that surrounds mental distress to ensure better mental health for all.

Our people are key to the success of the organisation and we are recognised as both a Mindful Employer as well as achieving Gold standard success in Investors in People.

About the service

The Vulnerable Adults service (VAS) consists of two branches - Lead Worker and Supported Accommodation. These sister services work in close partnership to provide consistent, flexible support across Birmingham 365 days a year from 9AM-9PM.

Birmingham Mind prides itself on providing person-centred, outcomes-based support to Birmingham residents. Our Supported Accommodation branch offers person-centred support to enable people to have more control over their health, wellbeing and finances, and empower them to be more active within their communities through providing clients with safe and secure housing as a base for their recovery journey. We have multiple Supported Accommodation sites across Birmingham in partnership with R&J Support offering support for over 100 clients. Our Supported accommodation provides tailored geographical support, sensitive to the different communities and cultures that make up the citizens of Birmingham. Our teams work closely with the Lead worker branch of VAS who are embedded within communities working with the local expertise of other organisations ensuring wrap-around support for all clients while adding to a comprehensive citywide service.

Alongside support within accommodation, we also encourage clients to access services in ways that suit their needs and preferences, through offering face to face support as well as video, phone, text and email, individual sessions, group-based activities and workshops. We also offer an online digital library filled with a range of courses and information for.

Birmingham Mind believes in empowering citizens to have a voice in the delivery of their support and to be active in their communities and in the organisation. We have client involvement at every level of decision-making.

About the Role

Lead Worker in accommodation is a proactive role, working with clients in a holistic person-centred way to build independence, community networks and improve quality of life. You will work with a range of clients experiencing mental health and wellbeing issues, from short term or situational to life long and enduring mental health conditions including individuals with dual diagnosis, complex needs and challenging behaviour. You will build supportive and trusting professional relationships with clients and other agencies, to create strong networks and wrap around support. This is a changing role, creativity tackling a range of challenges and barriers on a daily basis. You will have autonomy over your day to day working, managing/prioritising your workload and being flexible to clients' needs. You will work from different locations, in the community, office, accommodation sites and home to meet the needs of the role. You will develop and learn new skills to make a positive difference to the lives of people across Birmingham.

You will work with clients to identify and achieve goals around:

- **Health and Wellbeing** – Supporting individuals build interdependence to improve and maintain their mental and physical health, access health services, book and attend appointments.
- **Engaging and participating in the community** – Support individuals to engage in their community and build social networks.
- **Obtaining and maintain accommodation** - Support individuals to move from supported accommodation to find and maintain appropriate, sustainable accommodation and develop life skills for independent living.
- **Economic wellbeing** - Support individuals to reduce their debt and ensure they are on the correct benefits and budget. You will also support people to explore employment and education opportunities.

You will be dedicated to the development of yourself and the service to achieve high quality delivery that people are proud to contribute to and be a part of. Staff and client wellbeing will be a priority for you, ensuring the service meets the needs of participants and the contract in an environment where all can flourish. You will work alongside service users who have made the step into active involvement and/or volunteering, utilising their experience and motivation to enhance a service which both respects clients and encourages participation.

You will be focused on maintaining standards and outcomes in line with contract demands ensuring targets are met, documented and reported on appropriately.

Main Responsibilities

As part of your role you will:

- **Comprehensive assessments:** You will work with clients to identify the outcomes, needs and aims of support through robust assessment paperwork.
- **Support-planning:** utilising a suite of support planning tools you will ensure clients have robust, personalised support plans in place that have been co-created, reflecting their individual needs and goals, achievable within a realistic timeframe. You will work with the management team to ensure regular support reviews are completed at a minimum of every six months to monitor support is effective and identifies any new barriers or changes in circumstance that may have an impact on the achievement of their goals.
- **Managing disengagement:** You will identify and plan to manage potential barriers to support and reduce client disengagement. You will co-create positive engagement plans with inbuilt disengagement strategies.
- **Facilitate access options and choice:** you will offer and support clients to access a range of digital and face to face support options.
- **Exit planning and Appropriate Exit support** – With clients you will create a positive exit plan drawing on holistic wrap-around support from partner providers and community organisations/groups.

- **IT and Communication:** You will utilise a range of IT and communication packages to deliver support and document your work. Applications include: Microsoft Teams, email, zoom, online databases, Outlook, calendar, Office 365, PowerPoint and Excel
- **Service continuity:** You will work closely with the Lead Worker branch of VAS, providing support and cover when needed. You will be flexible in your work to meet the needs of the VAS contract as a whole.
- **Partnership working:** You will build Local knowledge and expertise, sharing information with the teams. You will signpost clients to appropriate services, build professional working relationships (internal and external) and wrap around support packages for service users.
- **Facilitate community groups and social drop-ins:** You will assist in the delivery of community drop-ins and workshops. You will build social networks and promote social inclusion, creating safe inclusive environments in which to build relationships.
- **Monitoring, auditing and review:** You will document your work ensuring outcomes are recorded accurately and in a timely manner.
- **Safeguarding and legal frameworks:** You will respond quickly and appropriately, in line with guidance and policy, to any safeguarding concerns in accordance with legal requirements and regulations (eg safeguarding, contractual requirements, DoLs). You will adhere to all Birmingham Mind's policies and procedures.
- **Service user involvement and empowerment:** You will champion our service user involvement initiatives; encouraging clients to participate in the regular meetings that take place within the service. You will actively promote client feedback and forward all comments on to your manager.
- **Ensuring inclusivity and equality of access:** You will work to provide a fair/equitable service that is accessible and inclusive, addressing barriers with your manager as they are encountered.

Duties and responsibilities will vary from time to time and the post holder will be expected to perform other such duties that are reasonably comparable. All employees must adhere to the Association's policies and procedures, in particular, Safeguarding, Health, & Safety and Equality & Diversity policies.

Attributes, Values and Experience

1. You will have at least 6 months' experience of working either voluntarily or in a paid role within the mental health field(A)
2. You will have a positive attitude to people who have experienced mental health difficulties and experience of working in a person-centred way. (A/I)
3. You will be outcome focused, assisting clients and the staffing team to successfully achieve goals as laid out in the service contract. (A/I)
4. You will have a commitment to promoting equality and diversity in all aspects of service delivery. (I)
5. You will be able to demonstrate the ability to work with strong values (in line with the organisation visions and values) and within a recovery focused approach (A/I)
6. You will have highly developed verbal, written and interpersonal communication skills, including good IT skills. (A/I)
7. You will have a commitment to user involvement and empowerment. (A/I)
8. You will be able to evidence and have a commitment to continuous improvement. (A/I)
9. You will have excellent working knowledge and understanding of the legal and regulatory frameworks that impact the work we do eg Safeguarding, Dols etc, GDPR, health and safety (I)
10. You will have experience of managing challenging situations and working under pressure. (A/I)
11. You will be flexible in terms of your working and the hours you work, including evenings and weekends. (A/I)