



JOB DESCRIPTION

Job Title:	Case Worker
Directorate:	South London & England and Criminal Justice Services
Location:	Bournemouth
Reporting to:	Service & Deputy Manager
Responsible for:	N/A

PURPOSE OF THE JOB

Provide housing, mental health, substance misuse and other related support around complex needs to vulnerable people who have a Mental Health diagnosis.

This will be provided in an accommodation setting in Bournemouth and will focus on maximising individual potential.

KEY RESPONSIBILITIES

- Undertake appropriate key working and associated support activities (including but not limited to referrals, interviews, booking in, comprehensive needs assessments and WRAP / action planning including the use of the recovery / outcomes star, move-on planning etc.) to provide ongoing support for St Mungo's clients.
- To offer sensitive one-to-one and Group Work engagement and support, as appropriate to client need.
- Undertake housing management activities such as finance, health and hygiene, move on and other duties to support the client's general welfare including house-keeping and cleaning duties as necessary.
- Support St. Mungo's clients, through a whole team approach, to develop the skills and self-esteem to care for themselves by providing advice and guidance on personal care and relevant life skills e.g. cleaning.
- Carry out a range of administrative duties as directed by line manager, including record keeping and statistical data collection, to ensure the smooth running of St. Mungo's projects.
- Liaise with Statutory Mental Health Services voluntary sector, GP, and other key stakeholders including family and supporters to enable a joint approach to supporting the client to and other people to manage the crisis effectively and support the client to return to a more stable phase.

- To develop professionally and to identify opportunities in order to improve the level of service St. Mungo's offers to its clients as well as opportunities for your own development.
- Utilise your knowledge, skills and understanding of mental health services to recognise difficult or challenging client situations and to use appropriate communication skills to influence and manage the client's behaviour.
- Support the client to develop and implement their recovery goals and plan, assessing and addressing needs, aspirations, strengths and barriers to achievement.
- Assist individuals in receiving appropriate ongoing healthcare, wellbeing and housing services and to ensure that they are supported to engage with suitable services and support networks. Plan move on with the client at an early opportunity.
- Engage and support individuals with issues regarding their mental health, and other areas affecting their wellbeing e.g. homelessness, enabling them to make informed decisions about their lives.
- Develop robust relationships with statutory, voluntary and consumer led organisations (such as the Hearing Voices Network) enabling clients to access additional services and support.

Service Delivery and Personal Development

- Ensure that services are provided in a way that is effective and responsive to client's needs.
- To be responsible for the continuing development of the service as agreed with the Line Manager.
- To keep abreast of new developments and discussions on good practice and ensure that relevant points are incorporated into service provision.
- To attend supervision, training and meetings as and when requested
- To keep accurate reports including statistical information where appropriate.

Client Involvement

- To promote client participation and involvement by providing information, advice and choices to enable individuals to participate more fully in daily decisions relating to them, and that all services are accessible and relevant to their needs.
- To assist clients in providing feedback on services through client meetings, the complaints procedure, suggestions and use of questionnaires and in gaining access to their personal files in accordance with procedures.

Policy and Procedure

- To ensure that all assessment, action planning and communication is recorded within service and organisational policies and procedures.

GENERAL

- Adhere to St Mungo's Policies and Procedures at all times.
- Cover for other members of the team and division as necessary.
- Being proactive in reviewing and evaluating own performance and identifying and acting upon areas for improvement and development.
- Undertaking, as required, any other duties compatible with the level and nature of the post and/or reasonably required by more senior members of staff.
- Attend and participate in divisional and team meetings and other meetings as required.

This job description covers the current range of duties and will be reviewed from time to time. It is St Mungo's aim to reach agreement on changes, but if agreement is not possible, St Mungo's reserves the right to change this job description.

PERSON SPECIFICATION

Case Worker

Although we are keeping direct experience/knowledge requirements to a minimum, we do need you to use the application form or covering letter to demonstrate your capabilities, in relation to each point listed under essential requirements in the person specification. Where relevant use your answers to illustrate how your competences have helped you achieve positive results.

ESSENTIAL REQUIREMENTS

Experience, Skills, Knowledge and Abilities – required for application form:

1. A genuine interest in helping vulnerable people to make changes in their life to move them towards independent living.
2. Experience of dealing directly with clients in a busy service environment.
3. Ability to respond appropriately and effectively and de-escalate situations when faced with challenging behaviour.
4. Using good interpersonal skills when working with complex needs clients, as well as internal and external stakeholders.

The below Experience, Skills, Knowledge and Abilities will be assessed at different stages of the recruitment process and throughout induction and training:

- Good oral and written communication skills.
- The ability to complete multiple administrative tasks to a high standard in a timely manner.

The following are required of all roles with St Mungo's. However, you do not need to address these in your application.

- An understanding of and commitment to Diversity & Equality
- Willingness and ability to work shifts including evenings, weekends, waking nights, sleep-ins, bank holidays including Christmas Eve/ Day and New Years Eve/ Day
- Willingness to work flexibly in response to changing organisational requirements.

In the selection testing/interview process, we will be assessing candidates against the following competencies:

COMPETENCY	PRIMARY INDICATORS
Improving and Innovating	<ul style="list-style-type: none"> • Is open to new ideas, improvement and change. • Handles situations and problems with innovation and creativity. • Shows commercial and financial awareness.
Interacting and Influencing	<ul style="list-style-type: none"> • Takes responsibility and demonstrates values-driven leadership. • Shows self-awareness. • Works well with other people. • Collaborates and networks effectively internally and externally. • Shows sound communication and influencing skills.
Understanding and Doing	<ul style="list-style-type: none"> • Able to find and analyse relevant written and numerical information and use it to make sound judgements. • Able to think strategically. • Demonstrates the necessary technical skills and aptitudes at the level that are required for the role. • Has good writing skills at the level required for the job. • Plans, organises and manages time well. • Demonstrates compliance and accountability.
Involving and Including	<ul style="list-style-type: none"> • Builds client/stakeholder involvement into all activities. • Is client and customer focused. • Aware of own level of cultural competence and proactively seeks to develop. • Actively promotes equality, diversity and inclusion among colleagues and clients.
Managing and Empowering (for managers only)	<ul style="list-style-type: none"> • Builds a high performing team. • Provides staff with clear direction and support. • Motivates, supports, enables and promotes the wellbeing of their team. • Manages the operational aspects of their function efficiently. • Implements plans, strategies and services effectively. • Actively contributes to service growth.