

JOB DESCRIPTION

Community Support Worker (Outreach) – Learning Disability & Mental Health

Job title	Community Support Worker (Outreach) – Learning Disability & Mental Health	Directorate	Specialist Housing & Homeownership Services
Location	Hybrid - Birmingham with travel across our geography as required	Line manager	Team Leader

Purpose of the job

- > Provide a comprehensive range of support services to customers with profound and enduring Mental Health diagnoses or Learning Disabilities. The support required will be ongoing; you will be working with customers to improve their quality of life, their ability to sustain their tenancies and the achievement of independent living whilst delivering an outreach service, enabling them to live as independently as possible.

Key tasks and responsibilities

- > Work with customers with profound and enduring learning disabilities and mental health difficulties, with a mix of team and lone working.
- > Enable people to maximise their independence within their homes and the local community.
- > Enable people to maintain integration within the wider community, including social and personal interests.
- > Promote and enable individual choices in the support provided.
- > Adopt a non-judgmental approach and promote equality of opportunity and fairness of outcome.
- > Provide for all support needs, in line with individual support plans.
- > Maintain and respect all peoples' choices, privacy, confidentiality, dignity, and independence, treating them as individuals.
- > Ensure that people are fully involved in identifying their own needs and planning their own support.
- > Act as key worker for individuals, writing and maintaining risk assessments and support plans where required.
- > Maintain accurate records of the support provided, as well as reporting and documenting any issues as they arise.
- > Promote effective communication with key internal and external contacts.
- > Build and maintain relationships with individuals and external agencies to encourage general wellbeing and social interaction.
- > Promote health & safety, safeguarding and wellbeing for self and others at all times.
- > Ensure that individuals are supported in understanding and managing their tenancy, maximising their income, paying their rent and utilities, reporting repairs, and using available facilities.

- > Promote the involvement of customers in all aspects of the service.
- > Support and enable individuals who wish to move on to alternative accommodation.
- > Monitor and report any concerns relating to repairs and maintenance.
- > Liaise with statutory and voluntary agencies to establish a support programme for clients, as well as the Learning Disability/Occupational Therapy Teams to reflect a whole team approach.
- > Develop the service provided to reflect changing support needs.
- > Work with the customers and with statutory and voluntary agencies to plan and provide the required support programme.
- > Help the customers understand the responsibilities of holding a tenancy – particularly with respect to keeping the property in a clean and tidy state, not causing a nuisance to neighbours and paying rent.
- > Help the customers establish or reinstate viable household routines.
- > Assist the customer with budgeting, managing finances, applying for benefits, paying of rents etc.
- > Assist the customer in gaining life, social and personal skills alongside access to training and employment opportunities.
- > Provide support to customers who have progressed to independence but experience recurring difficulties, which cannot be addressed by other agencies.
- > Monitor progress as customers move towards independence, keep relevant work records, collect statistical information on the progress of the project and prepare written reports as required.
- > Ensure that Amplius; Equal Opportunities, Customer Care and Health and Safety Policies are reflected in support plan goals.

Scope and impact

Scope:

- > Deliver comprehensive support to individuals with profound and enduring mental health diagnoses or learning disabilities, enabling them to maintain tenancies, improve quality of life, and achieve greater independence.

Impact:

- > Enhance customers' independence and quality of life by providing tailored support that promotes their ability to sustain tenancies, whilst minimising reliance on external interventions.

Key relationships

- > External agencies such as Adult Social Services, GP's / Doctors, Community Mental Health teams.
- > Fellow Community Support Workers, Team Leaders, Safeguarding, People Services.
- > Customers and their families.

PERSONAL SPECIFICATION

Community Support Worker (Outreach) – Learning Disability & Mental Health

The values outline the key expectations of all colleagues. Used together, the Person Specification and values will ensure new colleagues will exhibit the competencies required for this role. All our opportunities will be assessed through application to interview.

Qualifications

Essential:

- > GCSE English and Maths Level 4 – 9 or equivalent.
- > Full driving licence and vehicle available for use to deliver services in the community.

Experience and knowledge

Essential:

- > Knowledge and understanding of different learning disabilities and mental health.
- > A good understanding of Safeguarding.

Desirable:

- > Able to demonstrate experience of supporting and working with individuals with enduring and profound learning disabilities and mental health.
- > Experience and understanding of professional boundaries when working with a vulnerable customer group including groups from diverse backgrounds.
- > Experience of delivering structured support to individuals to jointly identify their needs and develop support plans and undertaking risk assessments.

Skills and competencies

Essential:

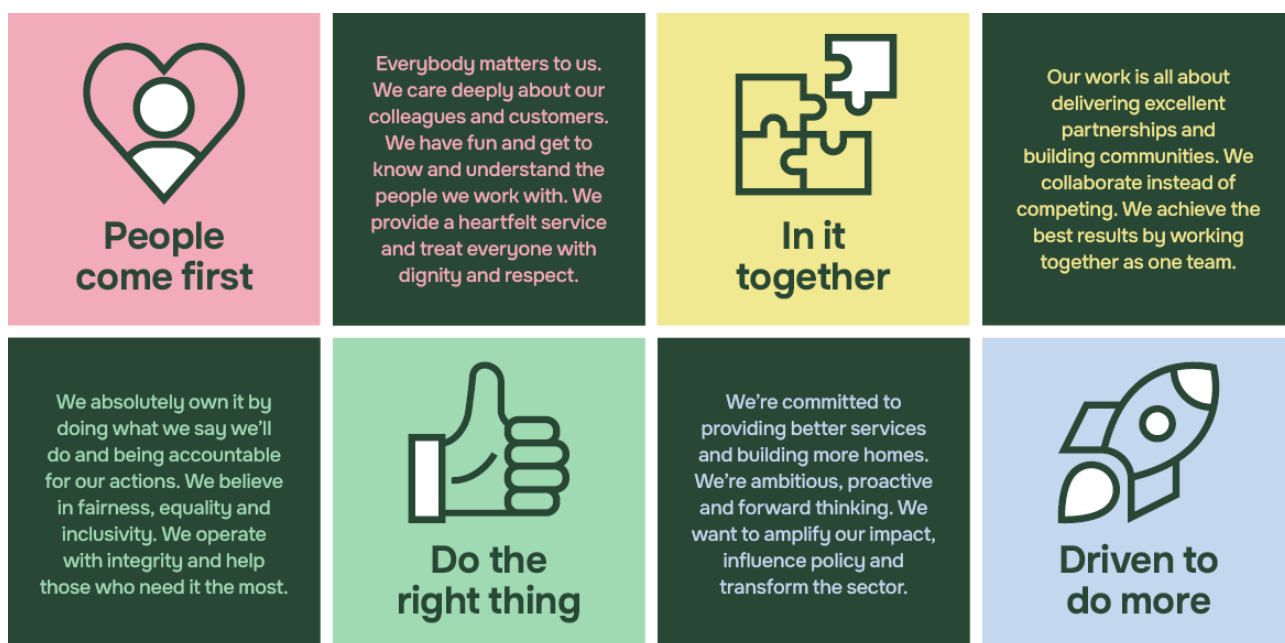
- > Ability to communicate clearly when speaking and writing including maintaining clear and accurate records and reports whilst using Microsoft Office systems including Word, Excel and competent user of the Internet and email system.
- > Good administration skills with an eye for detail to maintain accurate service user information records and the ability to meet targets.
- > A team player who can work across operational boundaries, establishing positive relationships, promoting independence and wellbeing.

Characteristics

Essential:

- > Demonstrates a positive 'can do' attitude while adopting a people-focused, friendly and approachable manner.
- > Have strong listening skills, negotiation, and persuasion techniques with the ability to respond to enquiries without judgement.
- > Friendly and reliable and committed to providing a high-quality customer focused service.
- > Confidence to deal with sometimes stressful situations.
- > Able to display empathy, respect confidentiality and understand the principles of data protection.

Our values



Additional duties clause

The above does not constitute an exhaustive list of duties. The post holder may be required to perform any reasonable tasks commensurate with the level of responsibility at the request of their manager.

Duties may vary as and when localised procedures are updated or renewed with varying Local Authorities that the organisation works with. We reserve the right to alter the content of this job description to reflect changes to the organisation or the services it provides.

To be reviewed as part of the Job Description review process.