

### Missing Link Job Description

# POST: FEMALE SUPPORT WORKER

**HELP WHEN YOU NEED IT SERVICE**

**RESPONSIBLE TO: TEAM LEADER**

**HOURS: 37.5 PER WEEK**

**JOB PURPOSE:**

This post will work within an integrated team within Missing Link’s Mental Health Services, and will:

* Provide short and medium term interventions to women with mental health needs, practical and/or complex support needs
* Provide outcome-based support
* Take a psychologically informed holistic approach
* Co-produce short term outcome focussed action plans
* Co-produce risk assessments
* Complete person centred holistic regular case reviews
* Facilitate peer support groups
* Signpost to community resources and internal services
* Use a range of communication methods to include phone, virtual video calling, email, text message and face to face

**MAIN OBJECTIVES:**

* To provide high quality practical and emotional support to women with mental health and/or complex needs to:
  + Maximise their tenancies and live in housing that is well-maintained and suitable for their needs
  + Look after their health and wellbeing and remain well
  + Feel they are treated with dignity and respect
  + Access work, training and activities
  + Connect with their community and have a social life they want that suits them.
  + Manage their money and financial affairs
  + Achieve other outcomes not listed above, as defined by the client
* Champion service user empowerment and involvement by ensuring our services:
* Are accessible to all potential service users;
* Value and respect service users as the experts of their experience;
* Work in strength-based and solution-focused ways with clients;
* Facilitate agreed actions into practice; and
* Use service user feedback and involvement to improve our service
* To work within a recovery and psychologically informed approach, supporting women to maximise their independence and wellbeing, sustain their accommodation and help build positive futures.
* To liaise effectively and collaboratively with all appropriate agencies and community groups to ensure the best access to services and meaningful community engagement for service users.

**PRINCIPAL RESPONSIBILITIES:**

1. **Referrals and Assessments**

* Promote the service through building positive relationships with current, potential referrers and service users.
* Accept referrals from the triage worker onto your caseload for outcome focused work
* Build on the triage worker’s assessment to effectively establish the support needs of service users, identify risks, and enable support to be offered as quickly as possible.

**2. Support**

* Engage and support women in a creative, consistent and assertive way to ensure that positive outcomes are achieved.
* In conjunction with the service user, carry out risk assessments and develop risk management plans, sharing information as appropriate in the best interests of the service user, other service users and the organisation. Every 4 weeks, review risk plans, amending the plans as appropriate when circumstances change.
* Draw up, in collaboration with the service user, a package of support, which uses a range of communication methods including all digital platforms
* Provide recovery orientated support, psychologically informed interventions and practical support to individual women on caseload.
* As a key member in an integrated team be alert and responsive to the needs of the wider service and service users
* Deliver group work activities to service users to enable the development of skills and confidence to maximise independence and wellbeing.
* Work with specialist statutory and/ or voluntary agencies as defined by the action plan
* Safeguard the welfare of vulnerable adults, working within Missing Link’s safeguarding policies, and with First Response and Care Direct
* If there is an identified need, carry out a financial assessment for service users, assisting them to maximise their income, address debts and support them to make appropriate welfare benefit claims.
* Respond to emergency and crisis situations by providing support, advice, signposting or direct interventions as necessary.
* At an appropriate time and in a planned way, help service users successfully disengage from the service. Prior to ending a support package, to seek to identify, in collaboration with service users, appropriate advice and support services in the community. ~~and~~ Also ensure clients know how to refer back to the service for help with any new support needs

**3. Record keeping and monitoring**

* Using our case management system, maintain up to date and accurate records of all work and contact with service users, other agencies/professionals and others (e.g. carers, families), ensuring that they meet the requirements of data protection and confidentiality
* Ensure all outcome and monitoring data is accurately recorded using the Missing Link database and other monitoring systems, prepare any additional information or reports used for the monitoring and evaluation of the services as required.

**4. Developing of self and others**

* Actively participate in regular one-to-one supervision, reflective practice groups, annual appraisals
* Attend and make a positive contribution to staff / team meetings and ~~to~~ participate in organisational training and development events as required
* Provide support and guidance to trainees, relief/agency workers and volunteers, when required.
* Develop your understanding of Psychologically Informed Environments (PIE) approach in engaging and supporting clients and embed PIE into your day to day practice.

**5. General**

* Act as a representative of Missing Link at internal and external meetings, ~~as required,~~ promote the organisation through building professional links with outside bodies as appropriate.
* Uphold the values and good name of Missing Link at all times, represent the Organisation in a way that is consistent with its philosophy and ethos and within the Missing Link’s Code of Conduct.
* Work flexibly within a team setting, liaise with other workers as necessary and as appropriate to provide cover for holidays and staff absence.
* Take part in the on-call rota as required.
* Work within Missing Link’s Health and Safety policy and guidance and ~~to~~ ensure your own health and safety and that of others at all times
* Ensure the service is delivered in a culturally sensitive way for all service users, including challenging stigma and discrimination.
* Observe the organisation’s equal opportunities, confidentiality, data protection policies.
* Understand and contribute to the overall objectives of the organisation and follow all existing organisational policies and procedures
* Undertake other duties and responsibilities in keeping with the nature of this post as may be required from time to time

**This job description is for guidance only and outlines the general ways in which it is expected you will meet the overall requirements of this post. The list of tasks is not exhaustive and duties may be varied from time to time, with the job description being subject to review and periodic amendments.**



**Person Specification: Support Worker – Help When You Need It**

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| **Experience** | Essential | Desirable |
| Experience of key working and managing a caseload | **✓** |  |
| Experience of working in a person-centred manner | **✓** |  |
| Evidence of the ability to communicate clearly and concisely, including the ability to listen actively and match communication to the needs of the recipient | **✓** |  |
| Experience of dealing effectively with emergency and crisis situations / incidents | **✓** |  |
| Experienced in working with multidisciplinary teams in a statutory or voluntary setting and able to establish and maintain effective working relationships. | **✓** |  |
| Experience of providing support to vulnerable people using a range of communication methods | **✓** |  |
| Undertake effective short-term casework management with evidence of a methodical and well organised approach to work | **✓** |  |
| The ability to provide respectful, non-judgemental, and confidential support to women. Ability to work as part of a team demonstrating a flexible approach including a commitment to being part of an on-call system. | **✓** |  |
| Ability to maintain accurate and up-to-date records and to communicate with colleagues and stakeholders using common Microsoft Office packages, e.g. Word, Excel, Outlook and other IT software | **✓** |  |
| Evidence of the ability to work within a demanding and busy environment and be able to work on own initiative with supervision | **✓** |  |
| **Knowledge & Skills** | Essential | Desirable |
| Good organisational and planning skills, ability to prioritise workloads; work under pressure and to tight deadlines | **✓** |  |
| A good level of written and verbal skills to communicate with a wide range of individuals and organisations | **✓** |  |
| Understand the needs of women with mental health needs, women in crisis, those with dependency and self-harm behaviours, and those in receipt of adult social care support packages. | **✓** |  |
| Be able to assess and formulate risk management plans. | **✓** |  |
| Have a good working knowledge of welfare benefits. | **✓** |  |
| Ability to maintain accurate and up-to-date records and to communicate with colleagues and stakeholders using common Microsoft Office packages, e.g. Word, Excel, Outlook and other IT software. | **✓** |  |
| Good administrative skills, including the ability to develop and maintain appropriate administrative systems | **✓** |  |
| An understanding of equality and diversity issues, and a commitment to putting equality principles into practice. | **✓** |  |
| **Additional Attributes** | Essential | Desirable |
| Excellent team player with influencing and motivational skills | **✓** |  |
| Able to work flexibly offering practical and emotional support to clients. | **✓** |  |
| Ability and willingness to travel as required | **✓** |  |
| A commitment to encouraging and enabling service user participation. | **✓** |  |
| Understand of health and safety issues, especially those relevant to mental health. | **✓** |  |

***Missing Link is committed to safeguarding and promoting the welfare of children, young people and adults at risk of abuse, and expects all staff and volunteers to share this commitment. Missing Link is committed to Equal opportunities. \*Due to the specific requirements of this role, this post is exempt under the Equality Act (2010), Part 1, Schedule 9 (Genuine Occupational Requirement).***