# Job Specification

# Job Title: Support Worker

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**Salary:** £14,746 (£24,043 FTE)

**Hours of work:** 23 hours weekly on a 4 week rota basis with sleep in duties

**Contract type:** Permanent

**Reports to:** Registered Housing Manager

**Location:** 82 Lower Oldfield Park

# About Bath Mind

Bath Mind are a local and independent mental health charity working across Bath & North East Somerset. While we are affiliated to the national Mind charity, we receive no direct funding from the national charity and work independently to develop our own services that suit local needs.

Established in 1998 by a group of people with lived experience of mental illness, we work tirelessly to provide support, information, advice, and activities for individuals in our community. We are in contact with thousands of individuals annually to support them with a greater understanding of their mental health, focusing both on preventing mental ill health and improving mental wellbeing.

# About the Housing service

Our support housing services comprises:

* self-contained flats in both Bath and Chippenham offering supported living
* a 24-hour supported house in Bath, accommodating eight people

We support people with independent living skills, promoting wellbeing and reducing isolation, crisis prevention, their rights, and to obtain safe and secure accommodation. All of our services are non-clinical.

# Overall

# To comply with Bath Mind’s policies and procedures

### To record daily activities and incidents and relevant statistical information

* To be familiar with all records, knowing their locations and to assist in their maintenance
* To respond to enquiries made by phone and in person
* To maintain good working relationships with other services managed by Bath mind, referring any enquiries about these services appropriately
* To maintain an empowering and equal opportunities environment for both residents and staff
* To work within and maintain current legislative standards to a high degree
* To maintain standards of Health and Safety and responsible behaviour

# Communications

* To adopt a team approach and be a proactive member
* To take part in, initiate and encourage resident activities
* To provide a safe, welcoming and homelike environment for residents
* To respond to each resident with empathy and non-judgementally
* To adhere to all policies and procedures in respect of confidentially of information

# To encourage residents to take a role in the day to day running of the house

# To be non-discriminatory and to work within Bath mind’s Equal Opportunities policy

# To attend regular staff meetings

# Responsibilities

* To carry out sleep in duties and shifts in accordance with the staff rota
* To participate in a key-work system
* To work positively as part of a team
* To build therapeutic relationships by being flexible and responsive to individual needs and enhancing confidence, resilience and self-esteem through interventions, encouragement and positive feedback.
* To jointly agree personal recovery pathways and support plans with specified goals and interventions and ensure these are updated with progress weekly and reviewed regularly.
* To keep accurate work records that document all work undertaken including personal progress, concerns, onward referrals, and communication and liaison with other agencies.
* To advise and support with daily living skills and home safety, hygiene and comfort.
* To regularly update risk assessments and communicate any events or incidents or concerns regarding wellbeing, risk or safeguarding to relevant parties in a timely and correct manner.
* To comply with all Bath Mind organisational policies and procedures, work within current legislation, and health and safety requirements, and maintain standards of responsible professional behaviour at all times.
* To maintain a high standard of person-centred care, encourage feedback from clients and other agencies and report and document all complaints, suggestions and feedback.
* To attend training and courses relevant for continuing professional development.
* To carry out any other duties commensurate with the role, as required.

# Specific Responsibilities

* To adopt a team approach and be a proactive team member
* To be non-judgemental and empathetic
* To adhere to the policy of confidentiality and sharing of information
* To be non-discriminatory
* To promote positive perceptions of Bath Mind at all times
* To liaise with users of Bath Mind services as required
* To maintain positive working relationships with other employees and volunteers of Bath Mind
* To attend supervision, appraisals and team meetings
* To attend training and relevant courses for professional development

# Benefits

25 day’s holiday per year + Public and Bank Holidays (pro rata)

Workplace Pension Scheme

Sick pay

Clinical Supervision

Employee Assistance Programme

Eligibility for charity discount via Blue Light Card

# Our Inclusive Recruitment Commitment

Bath Mind is committed to encouraging Equality, Diversity, Inclusion and Equity (EDIE) throughout our entire workforce. The aim is for our workforce to represent the diverse society we live in, and that our employees, volunteers, and clients feel respected and heard by Bath Mind.

We have active staff and volunteer networks for staff, volunteers, and EDIE allies, and encourage new staff to ask questions and join if they are interested. Bath Mind is growing to fulfil our ongoing commitment in inclusion in the workplace. As an organisation that prioritises the mental health and wellbeing of all, we are determined to create meaningful and lasting equitable change across our charity.

# If you feel you are a great match for the job, but do not feel you meet all of the criteria we welcome you to submit an application.

# Lived experience

Whilst we welcome lived experience and encourage our staff to look after their wellbeing, we are unable to recruit new employees who have accessed our services within the last 12 months in the best interests of staff and the people we support.

# Person Specification

# Essential Criteria

* Awareness of mental health
* Empathetic, caring and non-judgemental approach
* Good communication and listening skills
* Flexible, self-motivated and a good team player
* Robust professional boundaries
* Good organisational/time-management skills and ability to work independently
* Good computer literacy
* Work in accordance with rota and night shifts (sleep-ins) and weekends.

**Desirable Criteria**

* Qualification or study in care or mental health
* Twelve months or more previous experience of working in mental health or other care setting.

If you feel you are a great match for the job, but do not feel you meet all of the criteria we welcome you to submit an application.

A DBS check and two references are required prior to the appointment of the successful candidate.