



Job Description and Personal Specification

Position: Community Outreach Bank Support Worker

Responsible to: Mental Health Lead Practitioner

Who we are?

Heads Up Somerset is an award-winning mental health charity supporting clients with their mental wellbeing and those suffering with dementia. We are a small, friendly team who put the people we support at the heart of everything we do.

Heads Up believes strongly in:

- The right of clients to be treated with respect and dignity
- The right of clients to expect effective support
- The importance of a safe environment where clients and carers can share personal experiences with honesty and acceptance
- The right for clients to be given opportunities to explore and participate in therapy in a safe and supportive environment
- The promotion of positive views on mental health.

Heads Up sees itself as:

- Caring and respecting people's individuality
- Promoting people's rights
- Enabling and empowering people to take action to enhance their wellbeing
- Maintaining people's confidentiality (subject to safeguarding issues)
- Valuing the client and their contribution to the service
- Non-condemnatory; judging situations, not people
- Independent but complementary to statutory services
- Seeking and gaining the respect of professional colleagues
- Working collaboratively and consulting with others
- Open and communicative
- Knowledgeable, with practical and creative approaches to problem solving
- Recognised as a beacon of excellence in community based mental health and well-being practice.

Please note: This job description outlines the main duties within your role; however, our organisation is continually evolving, and management may ask you to undertake other duties outside of this job description and in line with the needs of the organisation at the time. Your flexibility in this post is therefore essential as this helps us to improve and drive positive change.

Job Purpose:

The Outreach Support Worker will deliver support to meet the needs of individual clients within the local community, in line with their support plan and consistent with the policies, ethos and objectives of Heads Up Somerset.

About the role: Duties and Responsibilities: Key dimensions:

Service Delivery

- Ensure provision of a clear scheme of work/session plan for support, in line with the client's Support Plan. This may include, but is not exhaustive to:
- Supporting clients to access services within the community, including appointments (This may involve transporting clients in their private car).
- Providing support to develop skills within the home, including cooking, cleaning etc.
- Assisting with shopping requirements.
- Providing support with budgeting / paying bills.
- Providing company for activities such as walking.
- Providing support with attending community events and appointments.
- Recognise the individual needs of each client and help meet their social, emotional, and intellectual needs.
- Work in collaboration with the to ensure each client receives regular evaluation and review in line with their support plan, for sessional and formal review process.
- Ensure client records are kept updated and that safeguarding issues or concerns are raised with the Mental Health Lead Practitioner.
- Undertake Risk Assessments when required.
- Review service user support plan in line with Heads Up Somerset's policy or sooner if required.
- Create an environment where clients can build on existing skills and develop new ones.
- Ensure appropriate time to enable preparation of relevant client documentation.
- Contribute to staff meetings as appropriate.

Evaluation – under the guidance of the Mental Health Lead practitioner

- Monitor and evaluate activities/sessions on the service user's support plan to ensure that it is still meeting the needs of the client and is relevant.
- Undertake service user reviews (as per individual support plan).
- Use appropriate electronic records to store evaluation and review data.

General:

- Contribute to audits/surveys as necessary.
- Comply with all Heads Up's policies and procedures.

Key relationships:

- Communicate with Heads Up Somerset's staff, service users, carers, volunteers and Trustees in relation to Heads Up clients, systems and processes as appropriate. Signposting clients to other relevant members of the team/department as appropriate.
- Report any clinical issues relating to service users to the Outreach Clinical Lead with a view to resolve and support matters.
- Communication with service users, carers and the public as appropriate to the role.
- Receives professional/mentoring support from Outreach Clinical Lead
- Receives line Management (Supervision & Appraisal) from Outreach Clinical Lead

Staffing and financial responsibilities

- ✓ Energetic.
- ✓ To have a clean driving licence and motor insurance to cover transporting clients in their car.
- ✓ Very good time management skills.
- ✓ Ability to maintain professional boundaries when working with clients and their carers.

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Heads Up Somerset is committed to follow safer recruitment guidelines and all candidates will have to demonstrate full employment history, give 2 good references and be DBS checked. In line with the requirements of the Asylum & Immigration Act 1996, all applicants must be eligible to live and work in the UK. Documented evidence

<u>Terms and conditions of employment, what we offer:</u>	
Working Hours	15 hours a week are available to be covered by one or more bank workers
Job location:	Wells and Mendip area
Probationary Period	3 months
Salary	£13.12 per hour
Employee benefits	28 days of annual leave, including public bank holidays, to be paid as a rolling payment for every bank hours worked in a month.