

Hull & East Yorkshire Mind

Job Description

Title of Post:	East Riding Floating Support Worker
Office base:	Bridlington
Salary:	£18,977 - £20,814 pa dependent on experience
Hours:	37 per week, flexibly arranged to meet the needs of the service, but will normally be between the hours of 9.00am to 5.00pm Monday to Thursday and 9.00am to 4.30pm Friday. There may be a requirement for occasional evening and weekend work (depending on client needs).
Reports to:	Senior Housing Project Worker
Accountable to:	Chief Executive Officer

1. Background information relevant to the post

Hull & East Yorkshire Mind is a large voluntary sector organisation, providing a diverse range of services for people with mental health distress. The organisation has its main base in Hull, and has satellite offices in Beverley, Bridlington and Goole.

Our Housing Service (which incorporates the Hull and East Riding Floating Support teams) is managed from an office location in Hull and the service aims to develop innovative services, responding to unmet needs, and to support and rehabilitate people with mental health problems. It aims to change negative attitudes towards mental health and to foster close links with the statutory services in order to enhance the quality of local provision.

The Mind Housing Team manages ten housing projects in Hull, Beverley, Bridlington and Hessle which provide quality supported accommodation for single people with mental health problems. The accommodation ranges from short term to long term housing, from houses with shared facilities to self-contained flats.

We offer intensive housing management and support to residents, many of whom move on to successful independent tenancies. We work closely with other agencies to provide a comprehensive package of support.

The Hull & East Yorkshire Mind Floating Support project works with clients who have mental health and substance/alcohol support needs in their own homes.

2. Objectives of the post

The role of the Floating Support Worker is to support clients, who have a dual diagnosis support need (mental health plus alcohol and/or substance misuse), in their own tenancy, providing an intensive level of support, according to identified needs. Staff will work from the hostel in Bridlington and travel out to clients living in various locations in the East Riding.

The main areas of support offered are as follows:

- Budgeting help and paying bills
- Help with claiming benefits and filling in forms
- Help with practical tasks – encouraging independence with cooking skills, cleaning, shopping, and taking medication.
- Encouraging involvement with local groups, and fulfilling identified goals (eg voluntary work or going to college)
- Advocacy and confidence building
- Good neighbour skills and tenancy issues
- Help to access other support services where appropriate

(This is not an exhaustive list)

The target duration for support is up to two years, the expectation being that the key worker and client will agree support plans to reduce areas of support needs. The aim is that at the end of the two year period clients are able to carry out these tasks and live independently.

Target client group

- Single people with dual diagnosis support needs
- People with complex needs (including personality disorder)

3. Principal duties

- a. To act as a 'key worker' to clients living in the community, providing support in accordance with an agreed and negotiated plan of action.
- b. To maintain accurate records with regard to the activities and progress of clients, and complete reports as and when required.
- c. In conjunction with colleagues, to interview and select clients, in accordance with assessment and selection criteria.
- d. To undertake office duties and out of hours working when appropriate and as required.
- e. To ensure the services the project offers are provided to the appropriate standard and the clients are encouraged to be fully involved.
- f. To keep up to date with legislation affecting clients and ensure that clients are given practical advice relating to their benefits, housing, employment and other issues where appropriate. When necessary or appropriate, to liaise on behalf of the clients with the relevant agencies.
- g. To ensure all money spent, collected or received is done according to the guidelines set down by the Treasurer, Accountant or Chief Executive Officer. To keep accurate records of all financial transactions.

4. General Duties

- a. To work flexibly according to the needs of the Housing team and the organisation, maintaining and enhancing good working relationships with other staff both within the organisation and other external organisations/agencies.

- b. To maintain appropriate confidentiality at all times
- c. To assist in the implementation of Hull & East Yorkshire Mind's Business Plan so that you can be aware of, and work towards, individual, team and organisation objectives and recognise and understand the importance of continual development of the individual team and organisation.
- d. To adhere to the provisions of and attend any training appertaining to, the Health and Safety at Work Act and to ensure personal safety and the safety of those in contact with our services so far as is reasonably practicable.
- e. To comply with all Hull & East Yorkshire Mind finance policies and procedures.
- f. To undergo mandatory training as directed by the organisation and all other relevant training, as identified through personal development reviews, to perform duties competently.
- g. To actively participate in formal supervision and personal development reviews.
- h. To be flexible with regards to the duties undertaken and in addition to the normal duties, undertake other duties that are reasonably within your skills and knowledge, but outside of the normal sphere of activity, if this is required.
- i. To perform other duties that reasonably corresponds to the general character of the post.
- j. To attend fund-raising or promotional events as appropriate

It should be noted that a NO SMOKING AT WORK POLICY is in operation and employees are required to refrain from smoking during working hours.

The duties and responsibilities of the post will be undertaken in accordance with the Policies, Procedures, Guidelines and practices of Hull & East Yorkshire Mind, which will be reviewed and amended to suit the requirements of the organisation. It is the responsibility of all staff to keep up to date with all the policy documents.

This Job Description is not meant to be exhaustive and the Organisation reserves the right to require the job holder to flexible and perform duties other than those listed according to the changing requirements of the organisation.

This Job Description is subject to review and subsequent revision.

AGREED AND SIGNED BY:

Employee

Print name: Signature:

Date:

Manager

Print name: Signature:

Date: