

# Job Description & Person Specification

Job Title	Accountable to	Direct Reports	Budget
Bank / Relief Support Worker	Service Manager	N/A	N/A
Job Grade	Location	Hours	
£9.21 p/h	Julian Support locations East of England	As and when required which may include evenings and weekends	

Purpose
<ul style="list-style-type: none"> <li>▶ To work in partnership with service users by building on their strengths, enabling them to engage with services that would be beneficial to them in promoting recovery, sustaining independence and achieving personal goals.</li> <li>▶ To assist the team in providing support to Service Users with mental health problems enabling them to achieve a fulfilled life at their optimum level of independence, respecting their rights to privacy, freedom of choice and opportunity for personal expression.</li> </ul>

Key Activities
<ol style="list-style-type: none"> <li>1. Ensure that service delivery reflects Julian Support Ltd.'s (JS) commitment to a strengths based approach and meets policies and practices of JS.</li> <li>2. To complete all necessary documentation relating to service user contact ensuring it is completed within designated timescales and to the required standard.</li> <li>3. To assist in the delivery of support in a way that allows fair access for our Service Users, meets their individual needs and that any issues preventing this from happening are highlighted to the team.</li> <li>4. To work with Service Users at their pace in order to achieve greater independence and the outcomes in their support plan and to meet with the objectives of the Julian Support business plan.</li> <li>5. To deliver support according to individual need, which may include developing and facilitating workshops, group sessions and learning opportunities as directed.</li> <li>6. To take responsibility for yourself by actively following Health &amp; Safety, Risk and Safeguarding policies whilst promoting positive risk taking.</li> <li>7. To actively assist colleagues to take responsibility by sharing risk information appropriately across the wider team.</li> <li>8. Communicate and liaise effectively with other mental health professionals as part of the Service User's overall care plan.</li> <li>9. Where appropriate, dealing with the day-to-day management of supported accommodation.</li> <li>10. Identify issues, which may require additional action from others or Manager</li> </ol>

Job Title	Relief/Bank Support Worker	Job Grade	SCP N/A
Created By	Supported Housing Manager	Date verified by HR	01.05.2012 amended
Date	17.11.2011	Date CMT Approved	Nov 2011

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Additional Responsibilities	
1.	To attend team meetings, participate in supervision regularly and attend relevant on-going training as required.
2.	Other reasonable duties as directed by your line manager commensurate with the job grade.
3.	Maintain confidentiality of all records in accordance with Data Protection regulations.
4.	Assist service users to perform or organise tasks such as basic cleaning, shopping and general household maintenance.
5.	Occasionally to have sole responsibility of 24 hr Supported Housing scheme(s) during your shift.

Competences (Interview Criteria)	
<b>Working with others:</b>	
▶ Client & Customer Focus	B
▶ Respect for Race & Diversity	A
▶ Team working/Partnerships	C
▶ Effective Communication	B
<b>Achieving &amp; Delivering Results:</b>	
▶ Problem Solving & Decision Making	B
▶ Planning & Organising	C
▶ Personal Responsibility	B
▶ Resilience	A
<b>Leadership/Management:</b>	
▶ Strategic Perspective	C
▶ Openness to Change	C
▶ Negotiation and Influencing	B
▶ Maximising Potential	X

Training Requirements	
<b>General</b>	
▶	Julian Induction
▶	Health & Safety
▶	Data Protection/Confidentiality
▶	Diversity
▶	Fire Evacuation
▶	Safeguarding
▶	Strengths Model
<b>Role Specific</b>	
▶	Training dependant on requirements of Service

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Created By	Rachel Omori	Date verified by HR	18.06.2014
Date	17.06.2014	Date CMT Approved	20.06.2014

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Person Specification (Shortlisting criteria)	A/I/T/P
<b>Essential Criteria</b>	
1. Ability to develop and sustain working relationships with service users and other professionals.	A
2. Ability to demonstrate emotional resilience when faced with difficult and personally demanding situations.	A/I
3. Has a creative and resourceful approach to problem solving.	A/I
4. Excellent written and verbal communication skills.	A/I/T
5. Experience of empowering people to speak up and take responsibility.	A/I
6. Ability to work within defined timescales and maintains clear and accurate records.	A/I
7. Ability to work independently and a commitment to participate in team working.	A/I
8. Proven commitment to user involvement and equal opportunities	A/I
9. Ability and willingness to work flexible hours, including weekends and sleep-ins	A/I
10. Ability and willingness to travel to all JS locations and have access to a vehicle for business use.	A/I
<b>Desirable Criteria</b>	
1. Dip SW, Dip HE (mental health nursing) or NVQ Level 3 in a related qualification	I
2. Experience of working with people with serious mental health difficulties	I
3. Experience of providing housing support	I
4. Knowledge and understanding of the 'strengths and recovery' models of support	I
5. Knowledge of the impact that serious mental health problems have on an individual	I
6. Knowledge of statutory & voluntary agencies in mental health	I
7. Knowledge of social housing & benefits systems	I

**Key:** A = Application, I = Interview, T = Test, P = Presentation

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