

Job Description & Person Specification



Job Title	Accountable to	Direct Reports	Budget
Support Worker	Service Manager	N/A	N/A
Job Grade	Location	Hours	
SCP 6 to 9 £17,893.20 p.a. - £19,567.08 p.a.	Julian Support locations East of England	Various hours, including evenings, weekends and sleep-ins on a rota basis	

Purpose

- To provide holistic support to people with mental health problems enabling them to achieve their optimum level of independence in line with the key objectives within the JS Business Plan.
- To work in partnership with service users, building upon their strengths and enabling them to engage with resources that would support them in sustaining independence and achieving their personal goals.

Key Activities

1. Ensure that service delivery reflects Julian Support's (JS) commitment to the Recovery Model and Strengths Approach.
2. To deliver support to service users in line with their support plan, risk assessment and management plan
3. To complete all necessary paperwork, electronic records and data inputting (e.g. records of service user contacts and data reports) to the required standard and within designated timescales.
4. Liaise effectively with other mental health professionals and partner agencies in line with the overall care plan.
5. Work with Recovery Coordinators to identify the correct resources to deliver on the support, risk assessment & management plan
6. Support service users to access appropriate accommodation and maintain their occupancy agreement
7. Work in partnership with service users, carers, families, friends, other professionals and the wider community in order to promote and sustain independence.

Additional Responsibilities

1. To attend team meetings, participate in supervision regularly and support continuous practice development.
2. To provide support to JS Services in line with Business Continuity Plans
3. Undertake such duties as may be reasonably required, by your line manager, commensurate with the level of responsibility and duties of this post.

Competences (Interview Criteria)

Working with others:

● Client & Customer Focus	C
● Respect for Race & Diversity	A

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<ul style="list-style-type: none"> ▶ Team working/Partnerships C ▶ Effective Communication C <p>Achieving & Delivering Results:</p> <ul style="list-style-type: none"> ▶ Problem Solving & Decision Making C ▶ Planning & Organising C ▶ Personal Responsibility B ▶ Resilience B <p>Leadership/Management:</p> <ul style="list-style-type: none"> ▶ Strategic Perspective C ▶ Openness to Change C ▶ Negotiation and Influencing B ▶ Maximising Potential X
Training Requirements
<p>General</p> <ul style="list-style-type: none"> ▶ Julian Support Induction ▶ Health & Safety ▶ Data Protection ▶ Diversity ▶ Fire Safety ▶ Recovery Model & Strengths Approach <p>Role Specific</p> <ul style="list-style-type: none"> ▶ Safeguarding ▶ Training dependant on requirements of Service

Person Specification (Shortlisting Criteria)	A/I/T/P
Essential Criteria.	
1. Ability to develop and sustain working relationships with service users and other professionals	A/I
2. Ability to demonstrate emotional resilience when faced with difficult and personally demanding situations	A/I
3. A creative and resourceful approach to problem solving	A/I
4. Excellent written and verbal communication skills	A/I
5. Experience of empowering people to speak up and take responsibility	A/I
6. Ability to work within defined timescales and to maintain 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 travel with access to a vehicle for business use (Rural Locations)	A/I

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Desirable Criteria	
1. Experience of working with people with serious mental health difficulties	I
2. Experience of providing a support service	I
3. Knowledge of the impact that serious mental health problems have on an individual	I
4. Knowledge of statutory and voluntary agencies in mental health	I
5. Knowledge of social housing and benefits systems	I
6. Ability and willingness to travel with access to a vehicle for business use (Urban Locations)	I

Key:

A = Application

I = Interview

T = Test

P = Presentation

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