

## Job Description

**JOB TITLE:** Senior Complex Mental Health Recovery Support Worker

**REPORTS TO:** Team Manager

**RESPONSIBLE TO:** Registered Manager

**PAY: £27,000 FTE**

### **VALUES AND COMMITMENT:**

Wellington Care are committed to the inclusion, safeguarding and welfare of vulnerable adults experiencing complex mental health difficulties. All staff members are selected, vetted and trained to a high standard to enable them to provide the safe and effective care of those who use our service. It is a criminal offence for people who are barred from working in Regulated Activity (under the Safeguarding and Vulnerable Groups Act 2006) to apply for roles that require them to work unsupervised with our service users.

### **OVERALL PURPOSE OF THE JOB:**

To provide the highest quality of care and support to all people who use the service in accordance with company policies and procedure, best practice and standards set by the regulatory body.

### **KEY INTERNAL CONTACTS:**

People who use the service, other staff within the support team, Administration team, Facilities team (maintenance and domestic)

### **KEY EXTERNAL CONTACT:**

People who use the services relatives, social workers, advocates, other professionals placing authorities, regulatory and inspection bodies, local services, statutory, voluntary and community neighbours

### **KEY TASKS AND RESPONSIBILITIES:**

- To provide day-to-day shift leadership, practice development coaching and mentoring of Support Workers to ensure that the support and personal care delivered to service users is effective, appropriate and meets required standards.
- To ensure that all service users have appropriate individual care and support plans which are regularly monitored and reviewed, including key working with service users in the development, implementation, monitoring and reviewing of individual support plans
- To support, where required, with recruitment, supervision and development of Support Workers
- To work flexibly to meet the operational needs of the service, with standard working hours being between 9am and 5pm over a possible seven day period excluding bank holidays.
- To occasionally cover Support Worker shifts where required.

- Greet all visitors, and answer the telephone, in a friendly, courteous and efficient manner and promote Wellington Care positively at all times in the local community.
- To work with service users on a day-to-day basis encouraging them to become as independent as possible in all aspects of their lives including developing life skills, social activities and attending a range of appointments. To encourage and ensure optimum service user involvement within the service and ensure access to appropriate multi-disciplinary support services.
- To develop, maintain, liaise and negotiate with external agencies in relation to service delivery including service users support planning and implementation.
- Be alert to and proactive in safeguarding the health, safety and welfare of the people supported, yourself and colleagues based in the service, and escalate concerns in a timely, professional and appropriate manner.
- Administer medication in accordance with Wellington Care's policies and procedures.
- Fulfil sleep-in duties in accordance with the agreed rota if required.
- Work with and manage behaviours that may challenge enabling service users to develop from needing external control strategies to developing self-control strategies
- To carry out any other reasonable and relevant duties as required

Generic tasks:

**All staff are required to:**

- Show courtesy and respect to tenants at all times to ensure that they enjoy the highest quality of life. Respect the confidentiality of tenants and their families at all times and involve families and friends in the service users care and develop their trust.
- Be aware of, and at all times comply with all company policies and statutory requirements of the Health and Safety at Work Act, Care Standards Act and all Regulations made there under, maintaining records diligently and accurately as required.
- Greet all visitors, and answer the telephone, in a friendly, courteous and efficient manner and promote Wellington Care positively at all times in the local community.
- Maintain good working relations with all colleagues at all times.
- This job description indicates the main duties and responsibilities of the post. It is not intended as a complete list and may be subject to review periodically.

Any offer of employment is subject to two satisfactory references and an enhanced DBS check

with adults' barred list check.

## Person specification

ESSENTIAL REQUIREMENTS	DESIRABLE REQUIREMENTS
<b>Educational / Professional Qualifications:</b>	<b>Educational / Professional Qualifications:</b>
<ul style="list-style-type: none"> <li>• Ability and willingness to work towards Level 3 diploma in health and social care</li> <li>• Ability and willingness to undertake the care certificate and skills for care management induction</li> <li>• Level 2 in Literacy and Numeracy (or equivalent)</li> </ul>	<ul style="list-style-type: none"> <li>• Level 3 diploma in health and social care (or equivalent)</li> </ul>
<b>Skills/Abilities</b>	<b>Skills/Abilities</b>
<ul style="list-style-type: none"> <li>• Ability to lead, motivate and manage a staff team</li> <li>• Budgetary and administrative skills</li> <li>• Excellent verbal/written communication skills</li> <li>• Good knowledge of relevant regulations and legislation</li> <li>• Good understanding of care/support plans</li> </ul>	
<b>Experience</b>	<b>Experience</b>
<ul style="list-style-type: none"> <li>• Demonstrated experience working in a health social care setting</li> <li>• Demonstrated experience working in a Team Leader/ senior role</li> <li>• Experience of working within complex mental health and behaviour that challenges.</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to demonstrate knowledge of recruiting and training staff.</li> <li>• Experience of co-ordinating staff rotas.</li> <li>• Experience of a multi-disciplinary approach to service delivery</li> <li>• Experience within an independent supported living environment</li> </ul>
<b>Character and personal attributes</b>	<b>Character and personal attributes</b>
<ul style="list-style-type: none"> <li>• Flexibility</li> <li>• Positive can do attitude</li> <li>• Approachable</li> <li>• Honest, trustworthy and reliable</li> <li>• Good organisation skills</li> <li>• Good professional boundaries</li> <li>• Good personal resilience</li> <li>• Enthusiastic and committed to supporting services users to achieve positive outcomes</li> <li>• Good listener and communicator</li> <li>• Demonstrate a commitment to further and continuing professional development.</li> <li>• Demonstrate an authentic interest in maintaining the quality of service in accordance with the standards set by Wellington Care</li> <li>• Demonstrate a commitment to further and continuing professional development.</li> </ul>	<ul style="list-style-type: none"> <li>- Driver, and willingness to undertake driving duties</li> </ul>

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