
JOB DESCRIPTION

Community Outreach Support Worker – Mental Health

Line manager	Service Manager
Directorate	Specialist Housing and Homeownership Services
Team	Supported Housing (Non CQC)

KEY INFORMATION

Job title	Community Outreach Support Worker – Mental Health		
Location	Peterborough & Cambridgeshire	Line manager	Service Manager
Salary	Up to £12,333.99 per annum (based on a 100%, 37 hours FTE of £21,731.31 per annum)	Directorate	Specialist Housing and Homeownership Services
Hours	21 hours per week	DBS requirement	Enhanced DBS Check

MAIN PURPOSE OF JOB

- To provide a comprehensive range of support services to customers with profound and enduring Mental Health Issues. The support required will be on-going; you will be working with customers to improve their quality of life, their ability to sustain their tenancies and the achievement of independent living.
- Working within a service and delivering an outreach service to customers in the community.
- Ensure the effective day-to-day running of the service.
- Ensure the provision of a supportive and structured environment which both encourages and enables customers to live as independently as possible, helping them to build confidence and develop as members of their communities.

CORPORATE TASKS

- Contribute to the overall operation of the Group. Help to deliver the corporate vision, values and key messages and promote the effective corporate working of the organisation.
- Contribute to the operational plans for the Partnerships, Care and Support service ensuring that key objectives are met. Aid continuous improvement and service success.
- Be responsible for the Group's compliance with all necessary legal requirements commensurate with this role to minimise or alleviate risk.
- Represent the Group with internal and external stakeholders, attending meetings, training and conferences as necessary.
- Champion the Care and Support department through continually improving processes and outcomes for staff and customers.
- Identify opportunities to grow and develop services, considering Value for Money in all actions.
- Play an active role in a high-performing, highly engaged colleague team, promoting a culture of excellent customer service.

KEY TASKS AND RESPONSIBILITIES

- To provide a comprehensive range of support services to customers with profound and enduring Mental Health Issues. The support required will be on-going; you will be working with customers to improve their quality of life, their ability to sustain their tenancies and the achievement of independent living
 - Working with customers with profound and enduring Mental Health Issues.
 - To deliver excellent services to customers.
 - To maintain a safe and secure environment for customers.
 - Liaise with statutory and voluntary agencies to establish a support programme for clients.
 - Liaise with The Mental Health Team to reflect a whole team approach.
 - Develop the service provided to reflect changing support needs.
 - Work with the customers and with statutory and voluntary agencies to plan and provide the required support programme.
 - Help the customers understand the responsibilities of holding a tenancy – particularly with respect to keeping the property in a clean and tidy state, not causing a nuisance to neighbours and paying rent.
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GENERAL REQUIREMENTS

1. To possess good IT skills and be committed to improving skills in this and other areas through continuing training and development
 2. To demonstrate and champion the values and behaviours of the Group.
 3. To work within all Group policies and procedures, providing a high-quality service and to always have a high regard for the Equality and Diversity Policy.
 4. To ensure that data for which you are responsible is accurate and up to date and stored in accordance with the Group's information management procedures.
 5. To respect confidentiality at all times and abide by the requirements set out in the General Data Protection Regulations and Data Protection Act 2018.
 6. To observe all of the Group's Health and Safety policies, procedures and processes and take all reasonable care to promote health and safety for all.
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OUR VALUES

Guided by our core set of shared values, our vision is to improve the lives of our customers and communities. Our values, which are at the heart of everything we do, were created by our colleagues, who help to deliver the excellent services we provide.



In it Together

We stand together as one team with one vision to make a difference to people's lives. Forms working relationships with others inside and outside the organisation and openly promotes and values diversity



Heartfelt Service

Everything we do shows we care deeply about our customers and colleagues. Ensures the delivery of service meets customer requirements both internally and externally.



Own it

We do what we say we do to the best of our ability with pride and passion. Communicates with others using techniques appropriate to the situation and uses skills to build and maintain relationships.



Pushing the Boundaries

We strive for excellence constantly looking for fresh ways of doing things. Looks for new ways to improve working methods and initiatives to carry the organisation forward



Fun and Fair

We work hard, enjoy it and treat everybody equally with respect and honesty.

ADDITIONAL DUTIES CLAUSE

The above does not constitute an exhaustive list of duties. The post holder may be required to perform any reasonable tasks commensurate with the level of responsibility at the request of their manager. Duties may vary as and when localised procedures are updated or renewed with varying local authorities that Longhurst Group works with. Longhurst Group reserves the right to alter the content of this job description to reflect changes to the organisation or the services it provides.

Creation Date:

July 2023

Review Date:

July 2025

To be reviewed as part of the Job Description review process

Person Specification

Community Outreach Support Worker – Mental Health

The Values outlines the key expectations of all Group colleagues. Used together, the Person Specification our Values will ensure new employees will exhibit the competencies required for this role. All our opportunities will be assessed through application to interview.

Essential Criteria

Able to demonstrate an awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.

GCSE English and Maths Level 4 – 9 or equivalent.

Experience and understanding of professional boundaries when working with a vulnerable customer group including groups from diverse backgrounds.

Experience of delivering structured support to individuals to jointly identify their needs and develop support plans and undertaking risk assessments.

Full driving licence and vehicle available for use to deliver services in the community.

Demonstrates a positive 'can do' attitude while adopting a people-focused friendly and approachable manner.

Ability to communicate clearly when speaking and writing including maintaining clear and accurate records and reports whilst using Microsoft Office systems including Word, Excel and competent user of the Internet and email system.

Good administration skills with an eye for detail to maintain accurate service user information records and the ability to meet targets.

Confidence to deal with sometimes stressful situations.

Promotes equality of opportunity for all people as employees or customers.

Promotes an environment where everyone can thrive and reach their potential.

Recognises and values the diversity of the communities where the organisation works.

Desirable Criteria

An understanding of Health & Safety legislation in the workplace.

Able to demonstrate experience of supporting and working with individuals with enduring mental health illness.