

Role	Senior Mental Health Support Worker
Team	Care and Support
Reports to	Team Leader / Service Coordinator (Supported Housing)

What you'll do...

This is an important role for our care and support services, and we are looking for a passionate and motivated individual who will deliver frontline support in a values led, psychologically, trauma and ACE informed approach in our supported living services.

You will be joining our substantial mental health supported living service which offer both long- and short-term services and will be responsible for directly supporting and hold key worker responsibilities for the people that use our services to develop their own plans to lead a flourishing life. You will work with individuals who are experiencing mental health and/or substance misuse issues.

You will have experience of supporting people to achieve their life goals and you will have ideally worked within mental health services or supported living previously. Most importantly we are looking for somebody who passionate about, and focused on, making a real difference to people's lives: if that's you we'd love to hear from you!

What we expect from you...

We want you to live our values through your attitude and behaviours towards colleagues, tenants, and stakeholders. It is essential that you champion and demonstrate these Values in all you do.

The Caredig Way - Together we proudly create great places to live and work.

People – by ensuring that we are easy to communicate with and treat people as individuals.

Homes – by building and maintaining sustainable, affordable homes where people feel safe and secure.

Communities – by encouraging people to feel supported and connected to the communities they live in.

Together we are:

- ⇒ **Kind** – We recognise that relationships are at the heart of everything we do, and at the heart of good relationships is kindness.
- ⇒ **Trusting** – We trust people to do the right thing, and through mutual trust and respect we want everyone to feel that they belong.
- ⇒ **Innovative** – We continuously strive to be the best we can, constantly seeking creative ideas to improve and grow.
- ⇒ **Accountable** – We accept the responsibility of our role and recognise the importance of being held accountable for our actions.

We request all employees to...

- ⇒ Keep up to date with changes in systems, policies, procedures and working practices.
- ⇒ Take ownership for your own personal safety and of those around you.
- ⇒ Take the opportunity to develop your skills and knowledge.
- ⇒ Take responsibility for the integrity of the data you use
- ⇒ Contribute to a happy and positive workplace.
- ⇒ Treat everyone with respect and adopt a positive approach to diversity and inclusion.

What you'll be responsible for...

- ⇒ To support people to live a flourishing life by working with them to co-produce their support.
- ⇒ To work in a psychological and trauma informed way
- ⇒ To be the designated key worker for some of the people that use our services
- ⇒ To ensure that the people that use our services are safe and well.
- ⇒ To support service users to access and/or maintain appropriate accommodation
- ⇒ To support service users to move into and settle in their new home
- ⇒ To support service users to take prescribed medicines
- ⇒ To arrange and facilitate care and/or support review meetings

- ⇒ To work in accordance with the Care Council for Wales Code of Practice for Social Care Workers and participate in personal development conversations/supervision and all other support and HR processes
- ⇒ To carry out cleaning / cooking, shopping and laundry duties as required.
- ⇒ Support the health, safety and wellbeing of service users within the service which includes ensuring a good state of repair and cleanliness in services and raising this with the service coordinator or team leader if this is not the case. At times this role will be expected to carry out cleaning.
- ⇒ To support service users to manage their tenancy, for example paying rent.
- ⇒ General duties include:
 - To work flexible between sites and services, depending on the scheme that you work in, support is usually provided from 08:00 until 22:00 each day. There are sleeping staff members and wakeful staff members through the night required at some of our WISH schemes and you will be required to cover services and nights where this is required.
 - To utilise the various electronic systems that we use to run our services
 - To be aware of your responsibilities under the Health and Safety at work Act and ensure safe working systems and procedures are adopted at all times by your respective teams.
 - To be responsible for reporting and minimising potential health and safety issues at all times.
 - Contribute to the development and implementation of new ways of working.
 - Contribute to a happy and positive workplace.
 - Any other duties relevant to the nature of the role as required.

Who you'll be working with...

- ⇒ Collaboratively with staff within the care and support services and in the wider housing association
- ⇒ Closely with service users and their representatives such as Care Coordinators and family
- ⇒ External stakeholders

About you

What's needed for the role and whether it is essential or desirable

Skills, Knowledge, Experience	Essential	Desirable
Experience of working in a psychologically informed way		✓

Experience of working within mental health services (And, for roles based in Neath, Port Talbot only, experience of working with substance misuse and/or mental health services is also essential)	✓	
Experience of working in supported living		✓
Empathetic, diplomatic and with good listening skills	✓	
A positive and pro-active attitude	✓	
Excellent interpersonal skills	✓	
Good written communications skills	✓	
Experience of working with people who need support in their lives.	✓	
Basic IT skills (Internet, e-mail)	✓	
Experience in supporting people to maintain their tenancy		✓
To undergo a Disclosure & Barring Service check	✓	
Willingness to work variable shifts including nights, evenings, weekends and bank holidays	✓	
Full drivers' licence, access to own transport with appropriate insurance, and be prepared to use it for work purposes	✓	
A professional qualification relevant to the area of work e.g. NVQ Level 2		✓
Ability to communicate through the medium of Welsh		✓

