

SAMH Role Profile

Job Title:	Support Worker 2
Department:	Delivery & Development
Reports to	Team Leader / Service Manager
Direct Reports	None

Role Summary

Support Workers play an important role in encouraging people who use our services to live independently and uphold their rights to privacy, dignity and personal choice. SAMH community services provide mental health social care support to individuals and may also provide support with other complex needs. Some of the key activities of the role include;

- Supporting clients in their homes and the community and encourage them to participate in activities for independent living and to be involved in decisions that affect them.
- Provide quality support services to clients through effective planning, monitoring, evaluation and review of their requirements in partnership with them.
- Promote the work of SAMH and the work of the service in order to enhance delivery of services to clients.
- To ensure that services provided comply with standards set by SAMH, our values of respect, dignity and equality, and meet the contractual or partnership requirements of relevant external agencies.

Essential Duties and Responsibilities

1. Provide emotional support and assist clients in daily living and social skills including financial management and leisure activities.
2. Provide practical assistance for domestic and personal needs to individual clients while encouraging individual responsibility and maximisation of personal choice.
3. Act as an advocate or facilitate advocacy on behalf of clients in negotiations with external agencies with the direction and support of management. .
4. Report and record client information in line with operational guidelines.
5. Participate with clients, and other members of the staff team, in the assessment, preparation and implementation of individual support plans.
6. Update, monitor and review client's support plans with them on a regular basis.
7. Work with clients on an individual or group basis to match their individual needs to the service and community resources in order to maximise independence and quality of life.
8. Be familiar with and adhere to SAMH operational guidelines, procedures and quality management systems.
9. Establish and maintain effective links with local community services.
10. Ensure that clients are aware of local community services and encourage them to access these resources
11. Encourage involvement of clients in decisions about their support.
12. Reporting of any safety or safeguarding concerns and complying with SAMH safe systems of work standards

13. Undertake any additional reasonable tasks or responsibilities as may be required by the line manager.

Key Working Relationships & Contacts

Internal Relationships

- Contribute as an effective team member
- Contribute to the development SAMH services by keeping up to date with developments in social care and raise any practice issues or concerns to the attention of the line manager.
- Contribute fully to the activities of the service and play an effective role in achieving the aims and objectives of the service.
- Bring own perspective to work being done or new initiatives in the service.
- Be aware of own development needs and bring these to the attention of the line manager.
- Work with line manager in addressing any personal development needs.

External Relationships

- People who use SAMH's Services, their relatives, neighbours and wider community
- Relevant external agencies, i.e. SSSC, Social Work, Housing and Healthcare Providers

Working Environment/ Special Circumstances

Work flexible hours as required in keeping with the operational demands of the service. Working to a rota system including "on-call" and sleepovers as required. Lone Working may apply in some services.

Experience & Qualifications

SVQ in Health & Social Care is essential (or willingness to complete this within a reasonable timeframe)

Experience in mental health is desirable but not essential. Funded training will be provided.

Knowledge & Skills

- Great people skills, honest, reliable, compassionate and resilient in challenging situations.
- Good communication and interpersonal skills are essential.
- Must be approachable, supportive and able to operate in a team.
- Knowledge of community care is desirable.
- Understanding of factors affecting mental health is desirable.

Core Competencies and Commitment

At SAMH, our values underpin everything we do. We believe that everyone has the right to be treated with dignity, respect and equality. We believe that everyone is entitled to hope and choice and to achieve personal fulfilment.

These are the competencies that SAMH looks for and expects from staff who support the people who use SAMH social care services. These competencies enable SAMH to deliver its core purpose of mental health and wellbeing for all.

Employees are required to read and understand the role profile for their position and are required to comply with SAMH's policies, all laws, rules, regulations and standards of conduct relating to their

position and report any suspected violations of conduct to my line manager. All employees should adhere to the SAMH values in all interactions with service users, customers and colleagues.

Core Competencies, Behaviour and Skills

Recovery Focussed

Empathise, inspire and motivate others.

Deliver person centred and recovery focussed support to enable individuals to achieve positive outcomes.

Communication

Communicate effectively and professionally and contribute to the accurate recording and monitoring of all case and incident recording systems. This includes communications by email, by phone/text and other on-line methods.

Build and develop positive relationships with those who use our services.

Engage with a range of people from a wide variety of backgrounds

Deliver a high standard/quality of work

Maintain the highest personal and professional standards. Work professionally and collaboratively with internal and external colleagues, those who use our services and members of the public and to meet the requirements of funders and regulators.

Undertake personal responsibility for conduct and work ethic in line with SAMH Code of Conduct, the SSSC Codes of Practice and other relevant professional standards.

Critical Reflection and Learning

Ability to reflect on own practice and learn from own experiences and those of others.

Develop skills and knowledge of theory and practice and understand where role fits within SAMH and externally.

Supportive of Equality and Diversity

Challenge inequality and stigma; recognise and respond to the barriers individuals and groups face within society.

Treat all people within SAMH (both staff and service users) fairly and with respect regardless of their age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and/or sexual orientation.

Commitment to Health, Safety and Well-being

Understand, encourage and carry out the principles of integrated safety management; comply with SAMH Health and Safety Policy and Procedure; complete all required H & S training; take personal responsibility for safety.

Participation

Ensure the people who use our services have the opportunity to get involved in their support, their service, their community or in SAMH as an organisation.

Team Working

Ability to work as part of a team.

Service User Engagement

Develop, maintain and demonstrate a wide range of interpersonal skills when working with the people we support, including: open-minded, respectful, active listening, empathetic, promote independence, maintenance of confidentiality, honest, honourable in agreements and practices, appropriate body language, solution focussed, supportive and approachable, non-judgemental, pro-active, patience and resilience, professional approach