

JOB DESCRIPTION

JOB TITLE: Hoarding Practitioner

SERVICE: Mental Health and Wellbeing Services

LOCATION: Falkirk

PURPOSE OF THE JOB

The purpose of the job is to provide practical and emotional support to people who hoard. Through building positive relationships with the service's clients, you will work with them to maintain their home. Clients of the service may be tenants of housing associations, the council or they may be private homeowners or renters.

A hoarding disorder is characterised by excessive accumulation and attachment to possessions regardless of their value and is recognised as a mental illness which is why the hoarding practitioner will sit within the Mental Health and Wellbeing team. Many people with a hoarding disorder do so because of a perceived potential usefulness or an emotional attachment which often leads to a strong resistance when making the decision to let go of items. This role will require you to provide both emotional and practical support to clients to address these issues, having a can-do attitude is essential. The range of tasks that this role involves aligns with tasks commonly referred to as intensive housing management.

You will be responsible for the provision of individually tailored one to one support. The service you provide will focus on the safety and well-being of clients creating a supportive environment which to address the complexities of hoarding. This role will require a high level of multiagency working and will require you to work in different local authority areas as directed by your team leader.

MAIN TASKS

- Provide a one-to-one intensive hoarding support to tenants and/or private clients
- Provide hands on practical support to deal with hoarding issues, this is a manual role, you will support clients with house clearance and cleaning
- Work with clients to support them to learn the skills required to successfully and safely maintain their home
- Where clients are referred to the service by a housing officer, the hoarding practitioner will work closely with the housing officer and the client to provide a joined up supportive service which aims to increase tenancy sustainment.
- Work with clients to set realistic and achievable targets with them to enable progress against individual objectives

- Due to the complexity of your role there is an expectation you will signpost clients to other agencies for additional support, therefore it is important to develop partnerships with other providers
- Monitor individuals records to ensure the validity of the data is maintained and updated as required
- Collect and analyse data to monitor and evaluate the quality of service delivered against agreed criteria and in conjunction with the service outcomes using outcome tools and case studies
- Liaise with, promote and develop the service with other agencies.
- Contribute to practice and policy development ensuring they are grounded in the organisation's strategy and values.
- Active involvement in own learning and development keeping up to date with current thinking in employability and applying this in the development of innovative practice.
- Represent LinkLiving in a professional manner at all times and ensure that an efficient and courteous service is provided.

RELATIONSHIPS

- Mental Health & Wellbeing team
- Housing teams
- Clients
- Colleagues, including LinkLiving staff, and Link Group business partners
- Local Authorities
- Partner Agencies

GENERAL

To comply with all relevant data and records management legislation, policies and procedures by ensuring that all information is processed, stored, and destroyed in line with data management practices and retention periods

ACCOUNTABILITY

This post is accountable to the Mental Health & Wellbeing Services Team Leader

PERSON SPECIFICATION

Qualifications/ Training	Essential	Desirable
Good standard of general education	√	
Hoarding training Level 1-3 (willingness to undertake training)	√	
Cognitive Behavioural Therapy (CBT) certificate		√
KNOWLEDGE / EXPERIENCE & SKILLS	Essential	Desirable
Ability and understanding of how to work with people who have complex needs	√	
Experience of supporting clients with hoarding issues		√
Experience of supporting clients with complex issues	√	
Experience using Hoarding and selfneglect guidance and toolkits		√
Experience of using mental health resources and toolkits		√
Knowledge and understanding the of skills needed for independent living	√	
Positive can-do attitude and shows a willingness to provide practical hands-on support to those who need it	√	
Knowledge of grants of resources available to those on low income	√	
Effective communication skills including excellent written, oral and IT skills	√	

Knowledge of the use of evaluation methods to ensure training is effective	√	
Non-judgemental attitude and willingness to embrace diversity	√	
Ability to adapt to new environments	√	
Ability to work openly and honestly within a team setting	√	
Ability to prioritise and plan own and other members of the team's workload	√	
Ability to use ICT equipment and experience in using online client management systems	√	
Ability to create relationships/partnerships with other voluntary and statutory agencies	√	
Ability to accept support to reflect on performance and accept feedback from others to ensure competence is maintained	√	
GENERAL / OTHER		
Ability to drive and own car is essential for this role.	√	
Meet the requirements of Disclosure Scotland Protection of Vulnerable Groups (PVG) Scheme membership for working with both protected adults and children	√	

TERMS AND CONDITIONS OF EMPLOYMENT

Noted below is a summary of the general terms and conditions of employment of LinkLiving employees. Those quoted apply to full-time posts and part-time staff will be eligible to receive the same employment terms on a pro-rated basis. Employees on fixed term contracts are also eligible, subject to the restriction of their contract. An individual contract may determine additional terms particular to that appointment and employees should also refer to their own contract of employment.

Hours

Full-time, 37.5 hours per week, usually Monday to Friday, but requires flexibility around the needs of the service.

Contract

The post is permanent

Salary

Placement within the salary range will be dependent on a number of factors including skills and experience.

Salary will be dependent on skills and experience. Salaries are paid on the 25th of the month. When the 25th falls on a public holiday or weekend, you will be paid on the last working day of that week.

Progressing through the salary range will be determined by an assessment of individual performance against an agreed Job Plan and following a recommendation made to the Management Team at each performance year-end.

Hoarding Practitioner Salary Range £29,249 - £32,093 per annum (dependent on skills & experience).

An Inflation-Related Pay Award is normally awarded annually in April.

Annual Leave

35 days pro rata per annum (including public holidays) rising to 38 days after completion of three years' service.

Pension

Link is required by law to automatically enrol eligible employees to its pension scheme. Current auto-enrolment rates are:

- Link: 5% of basic salary
- Employee: 3% of basic salary

Employees can opt to increase their contributions:

Employee:	4%	5%
Link:	6%	6%

Health Care Cash Plan

A non-contributory healthcare cash plan scheme (taxable benefit) for employees and children up to the age of 24 who are living at home and studying full-time. (Option to include partners at an additional cost).

Life Assurance

LinkLiving provide a Death-in-Service Benefit Scheme [subject to eligibility], providing beneficiaries with up to the value of four times your annual salary.

Health & Safety

LinkLiving supports a healthy working environment through staff-led working groups, covering areas such as health and safety and employee wellbeing.

Travel

LinkLiving will support eligible employees employed by LinkLiving and providing support to service users across a geographical area where a bus pass is the most cost-effective means of travel, with the cost of a monthly bus pass. Eligible employees can claim for the cost of a monthly bus pass through iTrent Self Service. Reimbursement will be made through payroll and tax and national insurance contributions deducted. Claims for annual bus passes will not be authorised.

Use of your own car for business mileage, where authorised, will be reimbursed at a rate of 45p per miles. LinkLiving adopts the Inland Revenue approved mileage rate system.

On-Call

Where an on-call rota is in place, a separate allowance of £20 will be paid per shift.

Time Back

There is a time back arrangement for additional hours worked in excess of the contracted hours.

Probationary Period

There is a 6-month probationary period, which may be extended to 9 months following consultation with individuals.

Support and Supervision

You will have regular support and supervision meetings with your line manager.

Smoking

All Link group offices operate a No Smoking Policy (includes cigarettes and e-cigarettes (vaping)). Dependant on your role, you may have to work with people who use our services where there could be an exposure to passive smoking.

Protecting Vulnerable Groups (PVG) Scheme Membership

Some roles at LinkLiving involve working closely with children or protected adults and play an important part in keeping the people we support safe. For these roles, membership of the Protecting Vulnerable Groups (PVG) Scheme is required. This is a standard safeguarding step and reflects our strong commitment to protecting those who use our services.

If a PVG check is needed for the role you are applying for, we will talk this through with you during the recruitment process and support you at each stage. LinkLiving will meet the cost of any new PVG scheme membership or PVG scheme update.

For further information please refer to the disclosure Scotland website -

<http://www.disclosurescotland.co.uk/pdf/protecting-vulnerable-groups-scheme.pdf>