

LONDON BOROUGH OF LEWISHAM

JOB DESCRIPTION

Designation:	Support Worker	Grade:	SC4
Reports to (Designation):	Cognitive Behavioural Therapist	Grade:	PO3
Directorate:	Adult Social Care & Health	Department	Adult Social Care

Main Purpose of the job:

To work within the Mental Health Social Care service as part of a small hoarding sub-team providing direct support to residents and families affected by hoarding disorder, enabling them to address the harmful impact of hoarding and to live more safely in the community

To provide support to adults affected by hoarding disorder with a history of trauma enabling them to take control of their environments, to exercise choice and to live as independently as possible and to achieve their wellbeing goals and outcomes.

To provide hands-on assistance to residents with plans to declutter and progress arrangements for clearing homes, helping people to help themselves where possible by using a strength-based approach

Summary of Responsibilities and Personal Duties:

- Work in partnership with residents, carers and more senior colleagues to identify goals and to develop support plans
- Identify and overcome barriers to achieving goals by providing time-limited hands-on practical support to residents to assist them to develop skills and meet goals
- Participate in the planning and delivery of support in a way which promotes recovery and social inclusion.
- Carry out home visits to residents of properties which will be cluttered and may be potentially hazardous
- Supporting residents to sort and let go of personal items
- Be aware of risks to self, residents and colleagues, taking immediate action as required, documenting and reporting all concerns in line with Council policies on Health and Safety and Lone Working
- Contribute to regular reviews of progress against the resident' goals and to work with residents to revise and re-negotiate goals as necessary
- Develop detailed knowledge of relevant resources within and outside the borough of Lewisham.
- Provide high quality information to vulnerable adults, carers and relevant stakeholders in order to promote wellbeing and prevention initiatives.

- Liaise with appropriate health, housing and community stakeholders for the benefit of residents and carers i.e. signposting, referrals, multi-disciplinary working, joint assessments and relevant meetings.
- Build and develop relationships with wider partners to progress person-centered support plans
- Putting the person at the center of the process, facilitate the selection of support services, activities or other routes to achieve outcomes and meet needs.
- Support people to find creative, individual and efficient ways of solving problems or challenges in their lives, including strengthening family or social connections.
- Work collaboratively with colleagues undertaking assessments in line with the Care Act 2014, to ensure that the support meets assessed needs and criteria for eligibility and prevention.
- Assist in processes for major and minor adaptations, equipment and completion of housing needs or void property reports where relevant.
- Teach the safe use of equipment, assistive technology or adaptations to increase or maintain people's independence where relevant and appropriate.
- Seek feedback and ensure residents and carers are aware of complaints processes
- Provide general information and advice on related areas, including referring to Welfare Benefits, Housing, financial and other support service agencies, signposting as appropriate
- Support the multi-disciplinary team in management of crisis intervention to meet immediate requirements and reduce risk.
- Highlight where social work, therapist (or other professional) involvement is required and refer issues that are beyond the scope of the post to a supervisor.
- Act in accordance with the Council's safeguarding responsibilities, raising safeguarding concerns, where appropriate; and contributing to safeguarding enquiries and the implementation of safeguarding plans as required.
- Keep robust and timely records in line with relevant organizational procedures and legislative requirements for managing information.
- Communicate effectively and appropriately with people who have communication requirements or language barriers so they have equal access to opportunities.
- Work across the borough as necessary and in line with the needs of the service

General duties

To carry out the duties of the post with due regard to the Council's relevant policies, codes and procedures.

To carry out duties with due regard to the Council's values and behaviours

All employees are required to participate in Appraisal and Performance Management processes and to undertake appropriate training and development, including mandatory induction training, identified to enhance their work.

Undertake other duties, commensurate with the grade, as may reasonably be required.

Consideration will be given to restructuring the duties of this post for a disabled postholder.

**THIS JOB DESCRIPTION MAY NEED TO BE AMENDED BY THE DIRECTORATE TO MEET
THE CHANGING NEEDS OF THE SERVICE.**

Internal Contacts

- Heads of Service
- Operational Managers
- Adult Social Care Social Workers & therapists
- Arranging care and Re-ablement Officers
- Officers in Housing and Environmental Health
- Officers in Finance, HR, Training and Development
- Children and Young People's Social Care
- Other relevant Council department

External Contacts

- Residents, families and carers
- Officers of South London and Maudsley NHS Foundation Trust, Lewisham and Guys NHS Trust and South East London Integrated Care Board
- General Practitioners
- District Nurses
- Home care agencies
- Voluntary sector organisations
- Approved contractors
- Other Local Trusts/Providers
- Advocacy services
- Other Relevant External Agencies

PERSON SPECIFICATION

Job Title: Support Worker

Grade: SC4

Department: Adult Social Care

Note to Candidates

The Person Specification is a picture of the skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post.

Those categories marked 'S' will be used especially for the purpose of shortlisting.

Please ensure that Equality and Diversity issues are addressed specifically in relation to the role for which you are applying when addressing the requirements of this person specification where appropriate.

If you are a disabled person and are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

Equality & Diversity	
Commitment to implement the Council's Equal Opportunities policies.	S
Awareness of Equal Opportunities issues.	S
Knowledge	
Knowledge of the complex issues affecting individuals, families and communities impacted by hoarding disorder	S
Knowledge of support planning and personalised and strength-based outcomes	S
Knowledge of procedure and practice in relation to the safeguarding of vulnerable adults	S
Knowledge of relevant Health and Safety legislation and guidance	S
Aptitude	
Able to engage effectively with a diverse group of people, including residents, carers, colleagues and other professionals	
Able to identify and assess risks that vulnerable adults may experience and respond appropriately	
Able to build trust and work in partnership with service users and carers towards agreed goals	S
Able to progress plans and manage time effectively to meet individual goals	
Ability to recognise the limits of own accountability and responsibility, and to seek appropriate support, advice and supervision	
Able to work collaboratively as a member of a multi-disciplinary team	S
Skills	
Skills can only be used as shortlisting criteria if the skill is to be tested	(To Be Tested – T)
IT skills across a range of systems and tools e.g. social care client database, e-mail, internet-based programmes.	T

Good written and verbal communication skills	T
Ability to co-design individualised support plans with service users and carers.	T
Planning and co-ordination skills to ensure that plans are agreed and progressed in a timely manner to meet individual goals	
The ability to maintain clear and accurate records of work	
Experience	
Experience of working in a multi-disciplinary health, supported housing or social care setting	S
Experience of working directly with vulnerable adults to enable improved wellbeing	S
Of using IT systems to document plans, update records & complete reports	S
General Education	
PLEASE NOTE THAT IF QUALIFICATIONS ARE AN ESSENTIAL REQUIREMENT ORIGINAL CERTIFICATES ONLY WILL BE ACCEPTED, THESE WILL BE VERIFIED AT START OF APPOINTMENT.	
Evidence of formal development within the field of health or social care, to equivalent of NVQ 2 level, or equivalent experience.	S
Personal Qualities	
Demonstrates a positive, enthusiastic and hands-on approach to work	S
Able to work in a sensitive and non-judgmental manner with individuals living in very poor conditions	S
Able to work independently and demonstrate initiative	T
Adaptable and willing to work flexibly in the best interest of the service user or carer	
Willingness to continuously update skills through undertaking relevant training	
Circumstances	
Able to attend occasional evening/ weekend meetings or appointments if required, and with reasonable notice.	
Postholder may be required to work public holidays and/or weekends.	
Physical	
Generally candidates must meet the standard Lewisham requirements for the post	

DBS Disclosure Required **Basic** ☐ **Standard** ☐ **Enhanced** ☒

(Tick as appropriate – guidance available from your HR Advisor, if a DBS is not required please leave boxes blank)