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**Unit 4, Archway Business Centre**

19-23 Wedmore Street  London N19 4RU  020 3301 9850

Registered Charity No. 294535

**Job Description And Person Specification**

**Islington Mind is dedicated to promote the preservation and safeguarding of mental health. We support the recovery process of people who experience mental distress and provide for the relief and the wellbeing of their carers.**

**Job title: Enablement Service Housing Support Worker**

**Mind the Gap – Housing**

Structured Intervention Support (SIS)

**Overview: Islington Mind’s Mental Health Recovery Pathway** (MHRP) is a mental health provision based across three sites in Islington responding to the mental health needs of Islington residents; it offers two pathways – one providing day service opportunities for people with low to medium preventative care needs and a second pathway, **The Structured Intervention Support (SIS)** for people with Higher and more complex needs.

**The Enablement Service** is part of SIS. It

provides one-to-one support to reconnect clients with their own – and with community – strengths and assets, to tackle practical issues within a mental-health-informed context.

**Reporting to:**  SIS senior Team Leader

**Job purpose:** Utilising the enablement service model to support people with severe and enduring mental health problems with managing housing issues, including tackling issues that can increase the risk of homelessness (including debt and gambling), referring/signposting to specialist support, help with settling into a home, assist with thriving within the home.

**Hours of work:** 1 days a week – 7 hours per week; day TBC.

**Annual Leave:** 26 working days per year, (pro rata) plus Bank Holidays.

**Salary:** £30,093 pro rata - £6018.60 per annum

**Pension:** Islington Mind operates the auto-enrolment pension scheme and currently employer contribution is 3% and employees contribution is 5%

**Location:** The post holder will provide a service from a number of Islington Mind sites in the borough

**One year fixed term contract**

**Duties And Responsibilities**

1. To deliver and coordinate the housing element of the Enablement Service supporting people with severe and enduring mental health to tackle and manage the wide spectrum of housing issues; helping people:
   1. Tackle issues leading to homelessness (including debt and gambling)
   2. Access referrals to specialist support
   3. Settle into a home – setting up utility bills, furniture/white goods grants, registration with local health services, familiarising with local resources and community.
   4. Thrive within home environments, tackling issues e.g., clutter, hoarding, repairs, decorating, etc.
2. In collaboration and supervision of the project Team Leader to:
   1. facilitate clients’ needs assessments, including self-assessment questionnaires, ensuring assessments are strengths based, promoting empowerment and choice and control and helping individuals identify their own achievable and realistic goals
   2. support individuals to agree on realistic objectives and recovery goals and to co-produce a Recovery / Action Plan - an active document which covers mental health, physical health, social needs and a crisis plan
   3. facilitate risk and safeguarding assessments and to follow risk and safeguarding procedures accordingly
   4. help with ‘matching’ beneficiaries to volunteers to provide the Enablement programme as agreed with the project Team Leader
   5. arrange and attend introductory meetings between volunteers and beneficiaries
   6. review and monitor service users’ progress
   7. facilitate ‘exit reviews’ with service users who used the project, measuring the short and long term impact of the intervention of the Enablement Service
   8. provide support/supervision and appropriate training for the project’s volunteers
3. To have a weekly case load of at least 2 clients with housing support needs
4. To liaise, at the request of the service user, with external agencies such as the Department of Work and Pensions and to accompany / coordinate companion support to key appointments such as GP or other health related appointments and/or appointments related to housing, benefits etc
5. To assist the project team leader with all the administrative tasks of the project. Including:
   1. Collating monitoring data (including self-assessment scores,) evaluating the service (e.g. analysing comparisons of self-assessment scores) and contributing to the service reports
   2. Keeping all service users’ session records logged on Charitylog
   3. keeping a register of volunteers
   4. keeping register of matches
6. To deliver and/or supervise volunteers in offering ad-hoc support and crisis intervention including escorting to appointments, form filling, making phone calls and signposting for further support.

**Relationships With Service Users**

1. To ensure service users’ views are key drivers, that services are fully accessible to all and that all users are aware of Islington Mind’s engagement and co production opportunities, Islington Mind’s volunteering programs, complaint, complements and feedback procedures and how to become members of the Islington Mind Co-Production Group, encouraging service users to take part in decision making processes and in all aspects of service delivery and development
2. To establish supportive and respectful relationships with service users; to work in a way that acknowledges the personal, social, cultural and spiritual strengths and needs of the individual
3. To support and encourage individual service users to develop self-management strategies and use self-advocacy skills, progress to and/or maintain independence.

**Volunteer Support**

1. To assist the Enablement Service Team Leader with:
   1. the recruitment, management, support and supervision of the service volunteers
   2. the monitoring and management systems of volunteers’ attendance and performance, utilising our volunteer software ensuring an up-to-date report of volunteers’ details and performance can be produced at any time
   3. organising the production of training materials, coordinating and delivering volunteer training programmes, including Mental Health Awareness, risk assessment and management, safeguarding procedures, Inclusion and diversity, boundaries and confidentiality and the principles of basic first aid.

**Communications**

1. To work in collaboration with other members of Islington Mind’s staff team, ensuring good communication between different Islington Mind services and projects and to actively promote the purpose, importance and impact of our services internally and externally to professionals within the community, drawing on evidence from monitoring and evaluation reports
2. To liaise, collaborate, develop and maintain smooth referral pathways with a broad and diverse local service providers, ensuring service users are able to access the best treatment and support that they need and that the Enablement Service programme feeds into the locality model of integrated health care
3. To establish links within the community and among other agencies within the borough, to help develop marketing and promotion material for the Enablement Service and an internal and external promotion strategy, ensuring it includes hard to reachservice userswho are not currently accessing services, and that the service is promoted throughout the borough

**Monitoring, Evaluation and Quality Assurance**

1. To maintain current quality standards in accordance with Islington Mind policies and procedures, and to help develop new procedures necessary for the quality performance of the service
2. To produce regular statistics and reports of work carried out, including quarterly update to funders
3. To maintain clear, accurate and up-to-date records of service users and all activities and work carried out using Islington Mind CRM database system and volunteer software.
4. To use monitoring and evaluation tools regularly and prepare quarterly and annual monitoring and evaluation reports, demonstrating the impact of the team’s work, collaborating and working closely with service users and volunteers to audit the performance of the service.

**Risk Management**

1. To Manage risk within your sphere of responsibility, including taking reasonable care of your own safety and the safety of others who may be affected by acts or omissions.

**General**

1. To work collaboratively within a team environment and act as a positive role model showing professional and caring attitudes and behaviour towards other team members, partner organisations, service users and carers
2. To work in accordance with Islington Mind policies and procedures including the Safeguarding Policy, GDPR Policy, Confidentiality Policy, Health And Safety Policy and Advocacy Code Of Practice.
3. To accept line management supervision from the Structured Integrated Support manager, to attend supervision sessions, meetings and Islington Mind staff meetings as required and to undertake any necessary training as directed by the SIS Manager
4. To perform such other relevant and appropriate duties and undertake any other tasks within the general framework of the position, as from time to time may be determined by the SIS manager and in keeping with the grade and purpose of the post

**PERSONAL SPECIFICATION**

**Enablement Service Housing Support Worker**

**Skills, Abilities and Experience:**

**Understanding Of and Experience Working Within Mental Health Setting**

1. An understanding of and commitment to the rights and needs of mental health service users including a thorough understanding and knowledge of:

* the impact of mental health problems on an individual
* the stigma surrounding mental health problems and its effects and impact on mental health service users
* relevant mental health and carers legislation

1. Substantial experience of working in a mental health setting with people with mental health diagnosis and/or complex mental health needs at a one-to-one level, including advocacy support and crisis intervention work
2. Excellent skills and experience of service user interviewing and assessment, and of co-producing action plans, of crisis management including experience of dealing with challenging behaviour, conflict and elevated emotions (e.g. anger management) and of a broad range of approaches to advocacy
3. Substantial experience of risk and safeguarding management, and of utilising dynamic risk assessment skills
4. Experience of supporting clients with housing issues desirable.

**Leadership and Management**

1. Ability to work in a confident and assertive manner, motivate and provide leadership within a mental health setting, securing high standards of performance from all members of the team

**Other Skills and Experience Key To The Role**

1. Substantial knowledge of local service providers and resources and experience of actively liaising and working in collaboration with a broad and diverse range of community providers/agencies/bodies/networks at all levels
2. Excellent interpersonal and communication skills at all levels and ability to demonstrate good empathy and listening skills
3. Excellent written communication skills - sufficient to write supporting letters e.g. to support service users’ welfare benefits applications and a thorough End of Year Service Report, excellent computing and internet skills and excellent numeracy skills – sufficient to deal with financial and other management information
4. Substantial experience of project administration, managing petty cash, collating statistics, keeping accurate case notes, evaluating, monitoring and reviewing services
5. Experience of working on own initiative and as a member of a close-knit team, organising, prioritising own work and multi-tasking, be adaptable and solve problems creatively and negotiate with individuals and groups from all backgrounds.

**Reviewed November 2024**