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| **JOB DESCRIPTION** | **REHABILITATION WORKER** |

**1. Post Details**

Post Title: Rehabilitation Worker

Location: Various locations as required by the role

Line Manager: Greenwich Mental Health Hub Service Manager

**Service Summary**

The Greenwich Mental Health Hub service (GMHH) in Greenwich offers specialist assessment, interventions, and support in the Community to help people recover from complex mental health problems and restore the skills and confidence to live successfully in the community. This role will work as part of an integrated team with Bridge, BLG Mind and Oxleas NHS Trust.

The team will work collaboratively with service users, carers and family networks, in actively pursuing their goals and aspirations, whilst minimising the impact of their long-term mental health difficulties and fostering a culture of hope and recovery. The team will work closely with other partners and agencies that support their recovery and social inclusion, including supported housing providers, education and employment and advocacy and peer support services.

The service is underpinned by the recovery approach using person-centred and strengths-based

practices and work within a positive risk-taking framework to support service users

to achieve their co-produced goals. The focus is on rehabilitation (reablement), prevention and physical, emotional and mental wellbeing.

**Objectives of the service**

* To deliver evidence-based treatment and interventions based on a holistic assessment to support the personalised recovery and rehabilitation of service users and promote independent living skills
* To liaise with providers to ensure that vacancies are matched with clinical priorities
* To support regular review of placements to monitor progress and movement through the rehabilitation pathway
* Coordinate community resources to problem solve blocks or barriers
* Liaise with CCG and local authority commissioning colleagues to support service user flow and reduce delays in funding applications
* Support Care Coordinators across the CMHTs to complete applications to access the supported housing pathway
* Liaise with and participate in the South London Partnership single point of access panel

**Role objectives**

* To encourage service users to identify and define their own goals and work towards being as resilient and independent of services as possible, reducing their reliance on clinical interventions and hospitalisations
* To provide focused outcome-based support measured against service users’ goals, recovery and achievements
* To support service users with specific needs arising from dual diagnosis
* To meet the needs of the service you will be expected to work across different services and sites

This role will continue to evolve with the development of GMHH service and from time to time the job description will be reviewed and amended, to reflect changes in demand.

**3. Main Relationships**

* 1. Report to the Service Manager with HR line management provided by Bridge
  2. Develop and sustain positive working relationships with service users, staff, carers and external partners
  3. Develop community links and to liaise regularly with a range of agencies and individuals such as voluntary and third sector services in the community including drug and alcohol services, supported employment schemes, gyms and healthy living programmes, benefits and advice agencies and the recovery college.

1. **Main Duties**

### **Services to service users**

* 1. Provide flexible social, emotional and practical support to service users within the community
  2. Take responsibility for an allocated number of service users in order to meet the needs of the service
  3. Work with service users from the outset of their referral to the GMHH service with a focus on planning for move on
  4. Ensure service users can take positive risks to achieve maximum independence
  5. Provide outcome focused support with specific emphasis on time defined targets as set out within GMHH agreed outcomes for the service including but not limited to move on, crisis management and building resilience
  6. Initiate, implement and maintain a Dial log + approach to service users, taking into account their mental, physical, emotional, social, financial and cultural needs
  7. Support service users to take ownership of their Recovery Star to reinforce their progress along their recovery pathway
  8. Monitor progress against support plan outcome which may include monitoring but not administering of medication
  9. Provide practical guidance and signposting as necessary to service users in connection with welfare benefits and other needs
  10. Make referrals to external agencies including social services, GP, drug and alcohol services as necessary. Liaise with these agencies on an on-going basis
  11. Support service users to maintain their tenancies including timely payment of bills and rent, reporting all repairs and maintenances issues in line with their tenancy agreement
  12. Provide support and advice to reduce the risks of anti-social behaviour
  13. Support service users to access and be actively involved with community services as part of their recovery pathway
  14. Encourage service users to learn practical and social skills, and to support them to liaise with relevant agencies
  15. Enable service users to access and make use of local rehabilitation opportunities suited to their own support plan
  16. Encourage service users to access educational services where appropriate
  17. Encourage and assist service users in finding voluntary or paid employment where appropriate
  18. Ensure all service users are fully informed and familiar with GMHH practice and procedures with reference to the User Involvement Policy, Policies and Procedures Review Policy, Health & Safety Regulations and Equal Opportunities Policy
  19. Work with service user to plan and organise social activities ensuring that all venues/events are identified, researched and risk assessments completed, in line with GMHH policy and in conjunction with approval from the Line Manager.
  20. Support those who need interventions and adjustments with treatment resistant symptoms.
  21. Support service users with Psychological Therapies including individual and family interventions
  22. Support services users with Pharmacological treatments
  23. Coordinate access to and engagement with physical healthcare
  24. Promote healthy living including smoking cessation, diet and physical exercise, oral hygiene, sexual health and bone health

#### **Dual Diagnosis**

* 1. Establish and maintain positive relationships with substance misuse services
  2. Support and develop an integrated approach with other service providers to ensure comprehensive support to service users with dual diagnosis
  3. Support service users without a formal diagnosis to seek support from substance misuse services, where appropriate
  4. Share best practice and experiences with the team

## Liaison

* 1. Maintain links with appropriate support services for service users and staff, e.g. GPs, Social Services, Registered Social Landlords, or other relevant housing association or landlords, Community Mental Health Teams, Substance Misuse Services, Commissioners (where appropriate), leisure, educational or work activities
  2. Support service users through effective working relationships with their carers, friends, families and others involved in their care
  3. Provide information and signposting to relatives and carers where individual service users have explicitly requested the input and involvement of significant people in their lives
  4. Where appropriate liaise regularly with agencies involved in the criminal justice system including the Police, Anti-Social Behaviour teams and Probation Services

# *Organisation Management*

* 1. Adhere to all GMHH policies and procedures ensuring the support service is run in line with the highest standards and key performance indicators
  2. Review referrals and conduct assessments to determine service user eligibility for the service where appropriate
  3. Take all reasonable precautions for the health and safety of service users, staff and the security of the service users place of residence and its contents
  4. Compile and implement comprehensive time specific support plans with service users ensuring that all support needs are identified, addressed and reviewed in line with GMHH policy
  5. Identify, compile, implement and review risk assessments within the working environment including service users place of residence, staff activities and community activities
  6. Maintain all written records with up-to-date, clear, comprehensive and appropriate information in line with GMHH policy
  7. Identify gaps in current service delivery and report to Line Manager in line with GMHHs strategic aims
  8. Take responsibility for self-directed learning specific to service user group / nature of work
  9. Participate in regular Dial log + evaluation of service user

4.48 Attend regular supervision with Line Manager

4.49 Attend regular psychological team debrief with contracted provider

**5. General Terms of Reference**

5.1 Seek to improve his/her own performance, contribution, knowledge and skills, and participate in training and developmental activities as required

5.2 Ensure the implementation of the Diversity and Equality policy statement

5.3 Comply with Health and Safety policies and procedures

5.4 Ensure the implementation of the policies and procedures

5.5 Carry out other relevant duties, commensurate with the nature and grade of the post, as and when required. This role will continue to evolve with the growth of GMHH and from time to time the job description will be reviewed and amended, to reflect changes in demand.

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| PERSON SPECIFICATION: **REHABILITATION WORKER** | |
| CRITERIA | ESSENTIAL | | DESIRABLE | |
| **Qualifications/**  **Experience** | * Experience of working with adults with enduring mental health needs or a similar field * A good standard of education and relevant skills, knowledge and experience * Experience of supporting service user move on to independence within a time defined recovery path | | * Experience of working with people with Dual Diagnosis and complex needs | |
| **Knowledge** | * Understanding of housing management issues * Understanding of Dual Diagnosis and complex needs * Knowledge of Mental Health Act & Care Act * Knowledge of Housing Acts and legislation | |  | |
| **Skills/ Abilities** | * Able to work flexibly * Able to develop good working relationships with service users * Ability to recognise ill health and need for intervention * Demonstrate sensitivity and ability to work alongside and with our service user group * Ability to establish and maintain rapport and relate positively to people from diverse backgrounds and cultures * Maintain professional boundaries at all times * Able to use supervision effectively * Able to work independently, take initiative and responsibility for time management, own workload and continuing professional development * Experience of contributing to and participating in effective team work * Good verbal and written communication skills with service users and colleagues * To give effective face to face verbal and written handovers to colleagues * Able to work within administrative and financial procedures * Understand their own needs and the impact of work place stress | |  | |
| **Equal Opportunities** | * Awareness of diversity and equal opportunities best practice and implications in supporting service delivery | |  | |
| **Other** | * Commitment to self-directed learning about our service user group * Commitment to taking up training opportunities to further knowledge relevant to post | |  | |