

Greenwich Mental Health Hub (GMHH)

JOB DESCRIPTION	COMHAD Co-occurring Mental Health, Alcohol & Drugs SUPPORT WORKER
------------------------	--

1. Post Details

Post Title:	COMHAD Support Worker
Location:	Various locations as required by the role
Line Manager:	Greenwich Mental Health Hub Deputy Service Manager

Service Summary

The Greenwich Mental Health Hub Service (GMHH) in Greenwich offers specialist assessment, interventions, and support in the local community to help people recover from complex mental health problems and restore social inclusion, their quality of life, skills, and confidence to live successfully in the community. This role will work as part of an integrated team with Bridge, SEL 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 coexisting substance misuse needs whilst fostering a culture of hope and recovery through developing and maintaining links with local partners - particularly Substance misuse services, mental health partners that support their recovery and social inclusion, including supported housing providers, education and employment advocacy and peer support services as well as direct case management support to people using the service

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.

1. Objectives of the service

- 1.1 To deliver evidence-based treatment and interventions based on a holistic assessment to support the personalised recovery and to promote and ensure integration of service users and promote independent living skills.
- 1.2 Identify, assess, and coordinate the longer-term support needs of individuals with a Substance misuse diagnosis and other associated complex needs with the aim of facilitating improved outcomes for this client group.
- 1.3 To support regular review of placements to monitor the effectiveness, progress, and movement through the appropriate care pathways for service users with a dual diagnosis.

Greenwich Mental Health Hub (GMHH)

- 1.4 Liaise with partner agencies such as voluntary agencies to ensure all practical needs to support discharge are met

2. Role objectives

- 2.1 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
- 2.2 Work alongside other Drug and Alcohol services, to monitor care pathways through regular attendance at case meetings, establishing joint working arrangements.
- 2.3 To provide focused outcome-based support measured against service users' goals, recovery and achievements
- 2.4 To support service users with specific needs arising from dual diagnosis
- 2.5 To meet the needs of the service you will be expected to work across different services and sites
- 2.6 Proactively recognising the indicators of deteriorating mental health and facilitate appropriate action, whilst liaising with relevant agencies

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

- 3.1 Report to the Greenwich Mental Health Hub Deputy Service Manager and Human resources department managed by Bridge Support
- 3.2 Develop and sustain positive working relationships with service users, staff, carers and external partners
- 3.3 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.
- 3.4 Establish and maintain effective working relationships with Drug and Alcohol services

4. Main Duties

Greenwich Mental Health Hub (GMHH)

Services to service users

- 4.1 To provide flexible support based on individual need and preferences, enabling individuals to make informed decisions and choices (face to face, telephone, community settings)
- 4.2 Provide flexible social, emotional and practical support to service users within the community.
- 4.3 Take responsibility for an allocated number of service users in order to meet the needs of the service.
- 4.4 To support individuals to develop wellbeing plans using the Dialog Plus tool
- 4.5 Ensure service users can take positive risks to achieve maximum independence
- 4.6 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
- 4.7 Provide practical guidance and signposting as necessary to service users in connection with welfare benefits and other needs
- 4.8 Make referrals to external agencies including social services, GP, drug and alcohol services as necessary. Liaise and maintain positive relationships with these agencies on an on-going basis
- 4.9 Provide support and advice to reduce the risks of anti-social behaviour
- 4.10 Support service users to access and be actively involved with community services as part of their recovery pathway
- 4.11 Encourage service users to learn practical and social skills, and to support them to liaise with relevant agencies
- 4.12 Enable service users to access and make use of local rehabilitation opportunities suited to their own support plan
- 4.13 Encourage service users to access educational services where appropriate
- 4.14 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
- 4.15 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.
- 4.16 Support those who need interventions and adjustments with treatment resistant symptoms.
- 4.17 Support service users with Psychological Therapies including individual and family interventions
- 4.18 Promote healthy living

Substance Misuse

- 4.19 Establish and maintain positive relationships with substance misuse services
- 4.20 Support and develop an integrated approach with other service providers to ensure comprehensive support to service users with dual diagnosis
- 4.21 Support service users without a formal diagnosis to seek support from substance misuse services, where appropriate
- 4.22 Share best practice and experiences with the GMMH Team.

Greenwich Mental Health Hub (GMHH)

Organisation Management

- 4.23 Adhere to all GMHH policies and procedures ensuring the support service is run in line with the highest standards and key performance indicators
- 4.24 Review referrals and conduct assessments to determine service user eligibility for the service where appropriate
- 4.25 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
- 4.26 Identify, compile, implement and review risk assessments within the working environment including service users place of residence, staff activities and community activities
- 4.27 Maintain all written records with up-to-date, clear, comprehensive and appropriate information in line with GMHH policy
- 4.28 Identify gaps in current service delivery and report to Line Manager in line with GMHHs strategic aims
- 4.29 Take responsibility for self-directed learning specific to service user group / nature of work
- 4.35 Attend regular supervision with Line Manager
- 4.36 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.

Greenwich Mental Health Hub (GMHH)

PERSON SPECIFICATION: COMHAD Support Worker

CRITERIA	ESSENTIAL	DESIRABLE
Qualifications/ Experience	<ul style="list-style-type: none"> • Experience of working with adults with enduring mental health needs or a similar field • Experience of working with people with Dual Diagnosis and complex needs • Experience of working within a substance misuse setting • A good standard of education and relevant skills, knowledge and experience Experience of working in partnership with statutory and/or non statutory agencies 	<ul style="list-style-type: none"> • Full UK Driving Licence
Knowledge	<ul style="list-style-type: none"> • Understanding of and complex needs • Knowledge of Mental Health Act & Care Act 	
Skills/ Abilities	<ul style="list-style-type: none"> • Able to work flexibly • Able to develop good working relationships with service users • Ability to recognise ill health and need for intervention • Joined up thinking • 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 	

Greenwich Mental Health Hub (GMHH)

	<ul style="list-style-type: none"> • 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 teamwork • 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 workplace stress 	
<p>Equal Opportunities</p>	<ul style="list-style-type: none"> • Awareness of diversity and equal opportunities best practice and implications in supporting service delivery 	
<p>Other</p>	<ul style="list-style-type: none"> • Commitment to self-directed learning about our service user group • Commitment to taking up training opportunities to further knowledge relevant to post 	