



<b>JOB DESCRIPTION</b>	<b>FLEXIBLE SUPPORT WORKER</b>
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**1. Post Details**

Post Title: Flexible Support Worker  
Location: Various locations across Essex Bridge services  
Salary Scale/Grade:  
Line Manager: Service Manager & Deputy Manager

**2. Job Summary**

Therapeutic optimism is at the heart of our work. Bridge believes that all clients with mental health problems can achieve and make positive changes to their lives as they move along their pathway of recovery.

- To provide flexible support to clients with enduring mental health needs over a shift rota of 7 days a week which will include evenings.
- To support client move on and manage their progress along their individual recovery path
- To encourage clients to identify and define their own goals and work towards being as resilient and independent of services as possible, reducing their reliance on medical interventions and hospitalisations
- To provide focused outcome based support measured against clients’ goals, recovery and achievements
- To support clients with specific needs arising from substance misuse, including dual diagnosis
- To provide housing management across a range of accommodation provided to clients
- To meet the needs of the service you will be expected to work across different Essex services and sites

This role will continue to evolve with the growth of Bridge Support 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 Service Manager and Deputy Manager

- 3.2 Develop and sustain positive working relationships with clients, staff, carers and external partners
- 3.3 Develop community links and to liaise regularly with a range of agencies and individuals
- 3.4 Establish and maintain effective working relationships with substance misuse services

#### **4. Main Duties**

##### *Services to Clients*

- 4.1 Provide flexible social, emotional, and practical support to clients within the services and other locations within their community
- 4.2 Take responsibility for an allocated number of clients in order to meet the needs of the service
- 4.3 Work with clients from the outset of their referral to Bridge services with a focus on planning for move on which will include registration for general needs housing
- 4.4 Ensure clients can take positive risks to achieve maximum independence
- 4.5 Provide outcome focused support with specific emphasis on time defined targets as set out within Bridge's agreed outcomes for the service including but not limited to move on, crisis management and building resilience
- 4.6 Initiate, implement and maintain a Recovery Star approach to clients, taking into account their mental, physical, emotional, social, financial and cultural needs
- 4.7 Support clients to take ownership of their Recovery Star to reinforce their progress along their recovery pathway
- 4.8 Monitor progress against support plan outcome which may include monitoring but not administering of medication
- 4.9 Provide practical guidance and signposting as necessary to clients in connection with welfare benefits and other needs
- 4.10 Make referrals to external agencies including social services, GP, drug and alcohol services as necessary. Liaise with these agencies on an on-going basis
- 4.11 Support clients to maintain their tenancies including timely payment of bills and rent, reporting all repairs and maintenance issues in line with their tenancy agreement
- 4.12 Provide support and advice to reduce the risks of anti-social behaviour
- 4.13 Support clients to access and be actively involved with community services as part of their recovery pathway
- 4.14 Encourage clients to learn practical and social skills, and to support them to liaise with relevant agencies
- 4.15 Enable clients to access and make use of local rehabilitation opportunities suited to their own support plan
- 4.16 Encourage clients to access educational services where appropriate
- 4.17 Encourage and assist clients in finding voluntary or paid employment where appropriate
- 4.18 Ensure all clients are fully informed and familiar with Bridge Support practice and procedures with particular reference to the User Involvement Policy, Policies and Procedures Review Policy, Health & Safety Regulations and Equal Opportunities Policy
- 4.19 Respect and maximise the rights of clients to promote equal opportunities, reinforcing their understanding in line with Bridge Diversity and Equal Opportunities Policy and practices

- 4.20 Work with clients to plan and organise social activities ensuring that all venues/events are identified, researched and risk assessments completed, in line with Bridge policy and in conjunction with approval from the Service Manager & Deputy Manager

#### *Dual Diagnosis*

- 4.21 Establish and maintain positive relationships with substance misuse services
- 4.22 Support and develop an integrated approach with other service providers to ensure comprehensive support to clients with dual diagnosis
- 4.23 Support clients without a formal diagnosis to seek support from substance misuse services, where appropriate
- 4.24 Share best practice and experiences with Bridge team

#### *Liaison*

- 4.25 Maintain links with appropriate support services for clients 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
- 4.26 Support clients through effective working relationships with their carers, friends, families and others involved in their care
- 4.27 Provide information and signposting to relatives and carers where individual clients have explicitly requested the input and involvement of significant people in their lives
- 4.28 Where appropriate liaise regularly with agencies involved in the criminal justice system including the Police, Anti-Social Behaviour teams and Probation Services

#### *Housing Management*

- 4.29 Ensure compliance with local authority Environmental Health standards
- 4.30 Undertake health and safety checks with reference to an agreed schedule in communal areas and in clients' homes with assistance from Bridge Health & Safety Manager and Housing Officer
- 4.31 Undertake fire safety checks with reference to an agreed schedule in communal areas and in clients' homes with assistance from Bridge Health & Safety Manager and Housing Officer
- 4.32 Log, report and follow up outstanding property repairs with Bridge's accommodation partners
- 4.33 Liaise with representatives of Bridge's accommodation partners at clients' homes to ensure repairs are completed
- 4.34 Ensure all cyclical maintenance schedules are completed within time scales identified by Bridge's accommodation partners
- 4.35 Provide relevant information for completion of quarterly Supported Housing in Partnership returns

#### *Organisation Management*

- 4.36 Adhere to all Bridge policies and procedures ensuring the support service is run in line with the highest standards and key performance indicators
- 4.37 Review referrals and conduct assessments to determine client eligibility for Bridge services where appropriate

- 4.38 Take all reasonable precautions for the health and safety of clients, staff and the security of the client's homes, Bridge premises and its contents
- 4.39 Compile and implement comprehensive time specific support plans with clients ensuring that all support needs are identified, addressed and reviewed in line with Bridge policy
- 4.40 Identify, compile, implement and review risk assessments within the working environment including clients' homes, staff activities and community activities
- 4.41 Maintain all written records with up-to-date, clear, comprehensive and appropriate information in line with Bridge policy
- 4.42 Identify gaps in current service delivery and report to Service Manager and Deputy Manager in line with Bridge's strategic aims
- 4.43 Take responsibility for self-directed learning specific to client group / nature of work
- 4.44 Participate in regular Recovery Star evaluation of clients
- 4.45 Attend regular supervision with Service Manager/Deputy Manager
- 4.46 Attend regular psychological team debrief with Bridge's 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 Bridge Support and from time to time the job description will be reviewed and amended, to reflect changes in demand.

**PERSON SPECIFICATION: FLEXIBLE SUPPORT WORKER**

CRITERIA	ESSENTIAL	DESIRABLE
<b>Qualifications/ Experience</b>	<ul style="list-style-type: none"> <li>• Experience of working with adults with enduring mental health needs or a similar field</li> <li>• A good standard of education and relevant skills, knowledge and experience</li> <li>• Experience of supporting client move on to independence within a time-defined recovery path</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working with people with Dual Diagnosis and complex needs</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Understanding of housing management issues</li> <li>• Understanding of Dual Diagnosis and complex needs</li> <li>• Knowledge of Mental Health Act</li> <li>• Knowledge of Housing Acts and legislation</li> </ul>	
<b>Skills/ Abilities</b>	<ul style="list-style-type: none"> <li>• Able to work flexibly across 7 days a week on a shift rota basis</li> <li>• Able to develop good working relationships with clients</li> <li>• Ability to recognise ill health and need for intervention</li> <li>• Demonstrate sensitivity and ability to work alongside and with our client group</li> <li>• Ability to establish and maintain rapport and relate positively to people from diverse backgrounds and cultures</li> <li>• Maintain professional boundaries at all times</li> <li>• Able to use supervision effectively</li> <li>• Able to work independently, take initiative and responsibility for time management, own work load and continuing professional development</li> </ul>	

	<ul style="list-style-type: none"> <li>• Experience of contributing to and participating in effective team work</li> <li>• Good verbal and written communication skills with clients and colleagues</li> <li>• Able to work within administrative and financial procedures</li> <li>• Understand their own needs and the impact of work place stress</li> </ul>	
<b>Equal Opportunities</b>	<ul style="list-style-type: none"> <li>• Awareness of diversity and equal opportunities best practice and implications in supporting service delivery</li> </ul>	
<b>Other</b>	<ul style="list-style-type: none"> <li>• Commitment to self-directed learning about our client group</li> <li>• Commitment to taking up training opportunities to further knowledge relevant to the post</li> </ul>	