

JOB DESCRIPTION **HOUSING SUPPORT WORKER**

Hafal's Internal Job Title for this post is Recovery Practitioner (1)

Hours:	31.5 hour post
Salary:	£16,522 - £16,777 per annum pro rata (plus additional payments for unsocial hours, weekends (48- 8.5% on hourly rate; Bank Holidays - 33% on hourly rate [only one of these enhancements is paid per any hour])
Holidays:	25 days per year pro rata (rising incrementally up to 30 days) plus 8 public holidays
Period of Notice:	1 week during probation; 4 weeks thereafter
Probationary Period:	6 Months but can be extended if needed
Based at:	Hafal Wrexham
Responsible to:	Practice Leader Wrexham
Main Relationships Internal:	Hafal staff, Hafal members, occupants and Carers
Main Relationships External:	Housing (and support) providers, Supporting People Teams, homelessness services, Primary Care and Secondary Mental Health services, Betsi Cadwaladr University Health Board, Social Services, substance misuse services, CIW and Community Agencies.

Job Purpose:

To improve the lives of people with mental health needs by providing support to equip them with the skills, knowledge and coping strategies to ensure their own well-being and recovery to independence.

Under the direction of the Registered Manager, the post holder will work as part of a team, support occupants and contribute to the delivery of the housing projects, in line with Hafal's principles of empowerment, self-management and recovery, and to ensure service compliance with internal and external quality standards, and regulatory requirements (CIW).

Hafal's services are guided by our innovative Recovery Programme (described in detail in "Recovery - the way ahead for people with serious mental illness"), the key components of which are:



The Programme addresses needs holistically, methodically supporting clients in relation to

- **finance and money**
- **accommodation**
- **personal care and physical well-being**
- **education and training**
- **work and occupation**
- **parenting or caring relationships**
- **social, cultural or spiritual**
- **medical and other forms of treatment including psychological interventions.**

For further information please visit www.hafal.org

About this job:

These services support individuals with a mental illness and is delivered in supported housing settings in the County of Wrexham. The Hafal services provide support 7 days a week and is offered to clients on a short to medium term basis according to the individual's need. The aim of the staff team, therefore, will be to encourage and enable clients to reach a greater level of independence and then staff are to facilitate their move-on into more independent living in the community. The housing services work to a shift pattern which includes unsocial hours.

Main Duties and Responsibilities:

- Supporting and assisting occupants with the following:
 - Feeling secure within their own home
 - Increasing independent living skills
 - Use appliances safely; undertaking routine and minor domestic repairs, and maintaining reasonable domestic standards
 - Personal finance, budgeting and accessing benefits
 - Mental and physical healthcare
 - Self-management of medication
 - Attending appointments
 - Visitors and their access to the individual's property
 - Building and maintaining relationships with neighbours, family, friends and professionals
 - Developing skills and interests and accessing community facilities

- Pursuing training/educational/employment goals and aspirations
- Pursuing leisure/recreational goals and interests
- Developing links with the local community based resources and opportunities
- Signposting, joint work and referral onto other specialist agencies; intervening in a crisis situation
- Recognition of and coping strategies in respect of risk, triggers and avoiding relapse
- Accommodation move-on planning and arrangements (resettlement activities)
- Promoting recovery and empowerment.

- Attending training courses and other as required
- Maintaining records and statistics required to monitor and evaluate the effectiveness of the service
- Carrying out all reasonable tasks commensurate with the post as directed by line Manager
- Implementing the Hafal Equal Opportunities Policy and all other Hafal policies and procedures
- Working in accordance with Hafal's Recovery Programme.
- Working to a shift pattern (morning, afternoon and evenings including weekends and unsocial hours.

RECOVERY PRACTITIONER (1) : PERSON SPECIFICATION

	Criteria <i>Desirable in Italics.</i>
Qualification	<ul style="list-style-type: none"> • There are no specific qualifications but there must be evidence of commitment to personal and career development relevant to the post • NVQ Competencies in Care Level 2 would provide some evidence of competence for the post
Experience	<ul style="list-style-type: none"> • Experience of providing care and support services to people with a mental illness OR • Experience of providing care and support services within a social care setting OR • A significant experience of caring for someone using mental health services in a serious mental illness service setting OR • Working as a volunteer on a regular weekly basis with people with a serious mental illness/in a social care setting
Knowledge	<ul style="list-style-type: none"> • Must have a sound understanding of the social care needs of people with serious mental illness, particularly around the area of housing related support needs. • Must have sufficient understanding of mental illness to be able to describe the difference between a serious mental illness and mental distress like anxiety and mild depression • Must have basic understanding of the community care approach and be able to simply describe the difficulties experienced in the community by people with a serious mental illness • Must have knowledge of basic administration • Must have some understanding of the issues affecting people from black and ethnic minority communities
Ability	<ul style="list-style-type: none"> • Must be able to establish and maintain constructive relationships with a wide range of people including individual partner providers in external agencies • Must communicate clearly • Must be able to keep accurate and readable basic service user and service administration records • Must be able to manage time and keep appointments • Must be computer literate • Must be car owner with full license and access to own car for travel for work purposes • <i>Welsh language skills desirable</i>
Values	<p>Commitment to:</p> <ul style="list-style-type: none"> • Those who use services being enabled to have greater opportunities to exercise their rights • Promoting and exercising understanding of diversity and equality issues as barriers to social inclusion

Hafal wishes to encourage applications from people with disabilities. Where the Person Specification calls for particular qualifications or experience, we will consider waiving these requirements if an applicant who could not achieve them because of a disability can demonstrate he/she would be capable of performing well in the job and fulfils the criteria in other respects.

