**Job Title** Relief Worker

**Pay Rate** Hours worked will be paid at a rate of £8.83 per waking hour (monthly in arrears) with an allowance paid for any sleep-in shifts worked.

**Hours** There is no mutuality of obligation for these opportunities. Platfform will not be obliged to provide any guaranteed hours and Relief Workers will be contacted to provide cover as the need arises. There will be no obligation on Relief Workers to accept any shifts offered.

**Location** Primarily in Cardiff, Caerphilly and RCT at 24 hours schemes. May be potential for cover in other areas of Platfform operation.

**Responsible to** Senior Case Worker/Service Manager

Platfform sometimes requires additional staff on a casual basis to provide cover for sickness, holiday and other staff absence. The majority of need for casual workers is in our 24 hour accommodation projects, but there may also occasions when cover is requested in other projects.

Our projects are currently:

**Supported / Shared Housing**

Platfform works in partnership with housing associations to provide both supported and shared housing. Services are provided to people with longer term mental health needs which prevent them from managing a tenancy on their own. Support is tailored to the individual but might include assistance with daily living skills, advocacy, emotional support and budgeting advice amongst many others. The aim is to enable users of this service to move on to more independent living in mainstream housing.

**Linden House**

Linden House, located in Cardiff, marks a significant milestone in the provision of community based mental health services. Providing 24 hour short-term, social, emotional and practical support, in a safe and comfortable environment, the service aims to assist people in the recovery of their mental health without the potentially stigmatising effects of entering a psychiatric unit.

**Tenancy / Floating Support**

Our tenancy support projects are designed to enable people with mental health problems to live independently in their own homes within their community. Support is tailored to the individual but might include addressing rent arrears and debt resolution, community and social integration, access to other services such as GPs, counselling, psychiatrists and accessing training and employment opportunities.

**Social and Emotional Out of Hours Support**

This service provides emotional and social support to people with mental health problems living in their own homes within the county borough of Bridgend. The service is available 365 days a year and operates between Monday and Friday 5.00pm until 9.00pm and Saturday and Sunday between 9am and 5pm. The aims of the service are to prevent crisis, increase independence, decrease loneliness and social isolation and to reduce the need for hospital admissions.

**Family Support**

We also provide family support services, which provide support to families where one parent or a person looking after children, has a mental health problem or where circumstances are affecting their mental health.

**Housing Support & Advice**

These services provides information, advice and short term support to people who have or have had mental health problems and help them resolve their housing issues.

**Housing and Hospital Link Services**

Unique services which provide links between homelessness Departments, hospitals and individuals ensuring smooth transitions from hospital to appropriate accommodation.

**Employment and Training Services**

Providing services to individuals and employers enabling people experiencing mental ill health to access or maintain employment, training or volunteering opportunities. This includes provision of training and development opportunities to raise awareness and build skills and confidence and also provision of work placement opportunities.

**Job Purpose**

* Work alongside colleagues providing a range of social, emotional and practical support for people experiencing mental health crisis to aid them to resolve their crisis and identify ways of managing the prevention of crisis.
* To provide an environment that is homely and welcoming in which service users feel safe.
* Supporting people to live independently and manage their own mental health.
* To comply with and maintain all necessary administrative and reporting systems.

**Support Work**

* To support Case Workers/Line Managers in the assessment of needs of individuals referred to the project, obtaining additional information as necessary.
* To provide a range of social and emotional support as outlined in support plan.
* To provide information to Case Workers/Line Managers as part of reviewing progress and support plans.
* To work co-operatively with the medical/health staff providing elements of the support plan.
* To involve service users in the development and running of the service.
* To support service users to access information and advice in order that they are able to make informed choices in matters that affect them.
* To work with the service user and Case Worker/Line Manager to draw up support plans to meet identified needs, and ensure support is delivered in line with the support plan.
* To support service users in moving towards independent living in a recovery orientated way.
* To review progress and relevance of risk assessments and support plans and update accordingly to ensure that risk is managed effectively, monitored on a regular basis.
* To encourage service users to provide their views on the service, eg through feedback surveys.
* To liaise with other agencies with and on behalf of service users as part of planned support, to include participation in joint meetings and case reviews, ensuring collaboration and effective support planning.
* To support service users to access information and advice in order that they are able to make informed choices in matters that affect them, to promote their independence.

**Administration Requirements**

* To keep accurate notes of all support provided in line with funding requirements
* To ensure that risk assessments, support plans and reviews are maintained up to date.
* To ensure all relevant information is shared with colleagues and other services as appropriate.
* To ensure all project communication methods are used appropriately and effectively.
* To ensure that IT systems are used effectively and in line with organisational procedures – eg. Use of e-mail and database systems.
* To provide all relevant information to head office and external organisations as required.

**Organisation Expectations**

To carry out all duties in a manner that reflects Platfform’s values.

Platfform is connected, compassionate, brave and curious.

**Connected:** A sense of connection is fundamental to wellbeing.  
That includes feeling connected with people, places, communities, nature, supportive organisations, and the wider world.  
To encourage connection we are authentic, open and honest – and treat everyone as equal.

**Compassionate:** We believe everyone should be treated with compassion, so kindness and empathy sit at the heart of our trauma informed approach.  
We do not judge, or suggest we know how people feel – instead, we value individual differences, and give lived experience the respect it deserved.

**Brave:** We are bold in challenging the current paradigm in mental health culture. We’re not afraid to swim against the tide, we expect and accept resistance to change, but we trust our intuition and will be disruptive and determined in securing change for the greater good.

**Curious:** We’re always interested in people’s ideas and experiences, and see our work as a continuous learning curve. We ask questions – and question the answers – as part of a wider social movement exploring new approaches to sustainable wellbeing.

**Person Specification**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Essential | Desirable | | Assessed through |
| **Experience** |  |  | |  |
| Experience of working in the health and social care field, providing support, assistance and advice to individuals | 🗸 |  | | Application and Interview |
| Experience of working with people to enhance and promote independent living skills. | 🗸 |  | | Application and Interview |
| Experience of providing housing advice and support to people to enable them to maintain their tenancies and prevent housing crisis. |  | 🗸 | | Application and Interview |
| **Knowledge and Understanding** | | | | |
| How health and social care can contribute to people’s lives | 🗸 | |  | Application |
| Ways to involve service users in the further development of the project | 🗸 | |  | Application and Interview |
| How people may become discriminated against because of their difference and how this may manifest itself | 🗸 | |  | Application and Interview |
| Knowledge and understanding of the welfare benefits system |  | | 🗸 | Application |
| Knowledge and understanding of mental health problems and how they can affect an individual’s life | 🗸 | |  | Application and Interview |
| **Qualifications and skills** |  | |  |  |
| Communicate in a clear and concise way | 🗸 | |  | Application and Interview |
| A recognised relevant qualification or willingness to obtain qualification |  | | 🗸 | Application |
| Full current driving licence and access to your own transport | 🗸 | |  | Application |
| Ability to communicate in Welsh |  | | 🗸 | Application |
| IT skills including basic word processing and use of databases to input information | 🗸 | |  | Application and Interview |