**Job Title** Case Worker

**Project** Supported Housing

**Hours** 37 per week

**Salary** £18,685

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

**Location**  RCT

**Project Summary**

The aim of this project is to provide supported accommodation for individuals with mental health needs and potentially other complex needs.

There are several properties across the borough of Rhondda Cynon Taf for this project, classed at different support levels- high, medium and low.

Service users reside within each property for up to a period of 12 months, where during that time they receive support to assist them with things such as; budgeting, life skills, tenancy management, wellbeing and nutrition and cooking sessions, in order to be able to move on into their own successful tenancy.

**Job Purpose**

To support service users in moving towards independent living in a recovery orientated way, in line with the Local Authority services operational plan. Support people to develop the life skills to manage their mental health and other complex needs; especially with matters regarding health and wellbeing, budgeting skills, benefits and household management/needs.

This includes being available for; weekday, evening and weekend work and also sleep in’s- sleep in’s are paid as an additional payment on top of the salary.

**Support Work**

* To effectively manage and maintain case load to ensure that an effective service is delivered to service users in crisis.
* To provide 1:1 emotional, housing and benefit related support.
* To hold/carry out life skills sessions, groups and classes relating to needs such as; cooking, budgeting, tenancy management, self care, wellbeing, mindfulness, money management etc.
* To work with the service user and, where relevant, to draw up support plans to meet identified needs and ensure support is delivered in line with the support plan.
* 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 involve service users in the development, running and evaluation of the service by holding house meetings, groups and other sessions.
* To liaise with other agencies with and on behalf of service users as part of planned support and attend meetings where necessary.
* To support service users to be able access information and advice, to ensure that they are able to make informed choices in matters relating to themselves to promote their independence.

**Administration Requirements**

* To keep accurate notes of all support provided.
* To ensure that risk assessments, support plans and reviews are maintained up to date.
* To ensure all relevant information is shared with colleagues as appropriate.
* To ensure all project communication methods are used appropriate and effectively.
* To ensure that IT systems are used effectively and in line with organisational procedures – e.g. 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 experiencing mental health problems | | 🗸 | |  | Application/Interview |
| Experience of working with people who are threatened with homelessness, are homeless or having difficulties in managing a tenancy. | | 🗸 | |  | Application/Interview |
| Experience of providing support to people in the community, including in people’s own homes. | | 🗸 | |  | Application/Interview |
| Experience of liaising with housing and health services | | 🗸 | |  | Application |
| **Qualifications and skills** | | | | | |
| Qualification relevant to the work – i.e. QCF Level 3 Health and Social Care | |  | | 🗸 | Application |
| Full current driving licence and access to your own transport | | 🗸 | |  | Application |
| Ability to communicate in Welsh | |  | | 🗸 | Application |
| Excellent verbal, written and IT skills, including basic word processing, and inputting information | | 🗸 | |  | Application/ Skills Assessment |
| **Knowledge and Understanding** | | | | | |
| How mental health problems can affect an individual’s life | | 🗸 | |  | Application/ Interview |
| The range of mental health and housing services available | | 🗸 | |  | Application/ Interview |
| The welfare/housing benefits system and how to apply for the various benefits | | 🗸 | |  | Application |
| How health and social care services can contribute to people’s lives | | 🗸 | |  | Application/ Interview |
| Ways to involve service users in the further development of the project | | 🗸 | |  | Application/ Interview |
| **Competencies** | | | | | |
| Role model behaviours of integrity and dignity to other team members | | 🗸 | |  | Application/ Interview |
| Role model behaviours underpinned by respect of difference | | 🗸 | |  | Application/ Interview |
| Adapt communication to the audience | | 🗸 | |  | Application/ Interview |
| Identify the best outcomes, solve problems and overcome barriers to achievement | | 🗸 | |  | Application/ Interview |
| Identify new opportunities to seek and share experience with others | | 🗸 | |  | Application/ Interview |