



## The City of Edinburgh Council Job Profile / Description

**DEPARTMENT:** Health and Social Care  
**SECTION:** MHVA  
**POST:** Support Worker  
**RESPONSIBLE TO:** Team Leader/Care Co-ordinator

### Purpose of Job

- To contribute to the team/service in promoting the recovery of the people that we support: *“Recovery is being able to live a meaningful satisfying life, as defined by each person, in the presence or absence of symptoms. It is about having control over and input into your own life. Each individual’s recovery, like his or her experience of the mental health problems or illness, is a unique and deeply personal process.”* This description is from the SRN website and is based on experiences shared in their Narrative Research Project.
- To provide regular and routine support whilst participating in rota requirements. The support should enable and empower the people who are in receipt of our service on their journey of recovery, in accordance with their individual support plan. This may involve emotional, practical, and physical support in assisting the individual to achieve their hopes, aims and goals.
- To be responsible for undertaking delegated care management tasks whilst supporting the Care Co-ordinator and the individual to develop a recovery pathway.
- To carry out the role of Support Worker in accordance with standards set by the Department, reporting to the Team Leader and the Care Co-ordinator and working in conjunction with colleagues such as Peer Support Workers, the Sector Manager, Service Manager, and the Care Inspectorate.

### Major Tasks / Job Activities

- To foster and maintain a recovery focused, nurturing environment in which the physical, emotional, psychological, and social needs of the people using the service are paramount which provides them with security, safety, care, and social education and enables them to reach their potential.
- To contribute to a positive and supportive culture and ethos, respecting the needs and wishes of the people in receipt of the service. Inspiring hope whilst providing security, safety, care, and social education to create an environment conducive to personal development.
- To work collaboratively with the people using the service, their carers (where appropriate), Peer Support Workers, existing support networks and other relevant professionals across organisational boundaries; to contribute to the provision of a service sensitive to individual need and to help secure resources or services required to implement Support Plans.
- To establish and develop supportive, trustful, and reciprocal relationships with people using the service in order to maximise their own resources and improve their quality of life.

- To ensure that the individuality, independence, and personal dignity of people are respected at all times. To facilitate in the maximisation of people's individuality and choice.
- To offer advice and support to people regarding personal safety and positive risk taking.
- To identify and report, to the Care Co-ordinator or Team Leader, areas of unmet need for appropriate action.
- To communicate effectively with the local community, other agencies and sections within the Department of Health and Social Care.
- To participate in a forum of service user/customer consultation and involvement in the running of the service, where required.
- To ensure that the people using the service are aware of their rights and relevant complaints procedures.
- To report any concerns to the Team Leader and Care Co-ordinator.
- To support individuals at times of distress or loss.
- To ensure that non-discriminatory principles are adhered to in relation both to employees and service users.
- To ensure that relevant care standards are implemented and adhered to.
- To support people in receipt of our service in maintaining their tenancies. This may include hands on support with cleaning and general household tasks.
- To assist people, in partnership, to develop and manage their own support plans and living safe and well plans. To inform and liaise with the Care Co-ordinator of any changes that may be suggested or required.
- Week to week support planning will be carried out by the Support Worker/link key-worker and will be overseen by the Care Co-ordinator.
- To support people to develop and expand community involvement and maintain relationships with family, friends, and neighbours, where appropriate, and promote independent living skills.
- To assist people with their personal care, if required.
- To support people, where appropriate, to manage their financial resources, budgeting etc.
- To work in compliance with the SSSC Codes of Practice. To meet the requirements of SSSC registration.
- To participate in mandatory training requirements. To identify individual training needs and training opportunities through regular supervision.
- To adhere to all Departmental Policies and Procedures, undertaking training as required

- To follow the guidelines for the administration of medication. Training will be provided.
- To ensure that the service reflects the values of 'Recovery' oriented practice.
- To undertake key-worker responsibilities as the link person for designated individuals.
- To assist people in receipt of our services with practical tasks, e.g. cooking and shopping, as may be required.
- To encourage individuals and carers to participate in shared or mutual support and learning in response to expressed needs of people using the services e.g. WRAP, Hearing Voices etc

## **Supervision and Management of People**

- The Care Co-ordinators will supervise Support Workers in their day to day activities. The Team Leader or Care Co-ordinator will provide formal monthly supervision/PRD, as per Departmental guidelines to ensure that current practice is meeting and enabling the desired outcomes of the Support Plans.
- The Support Worker will also be required to meet and liaise with the Care Co-ordinator on a regular basis to discuss care planning and service delivery relating to the people using the service.
- It is expected that Support Workers will participate in group supervision.

## **Creativity and Innovation**

- To work with individuals and the multi-disciplinary team to creatively develop support plans, taking into account the individuals' strengths and skills; setting realistic aims and objectives within agreed timescales and to subsequently assist in the assessment of outcomes as agreed. The post holder will not have individual responsibility for the development and delivery of support plans.
- Creativity is a feature of the job but exercised within the general framework of recognised procedures.
- Dealing Positively with Change. Taking Personal Responsibility.
- There is scope for creativity in interpreting the way procedures are applied and standards achieved.
- Communicating effectively (active listening, body language, professional attitude, written skills, language of recovery etc).
- Informed planning and decision making.
- Problem Solving – a 'common sense' approach – able to think and act calmly.
- To focus on wellness, hope, and optimism.
- Liaison and negotiating skills.

- To focus on individuals' strengths, to promote self-efficacy, encouraging individuals to recognise and build on their own abilities and competencies.
- To use a range of skills to address conflicting interests of the service user, carer, other agencies, and wider community.
- Explore options and choices
- To encourage participation by social inclusion. A socially inclusive approach includes recovery-oriented practice, an emphasis on social outcomes and participation, and attention to the rights of people with mental health difficulties, as well as to equality and justice, and stigma and discrimination.
- To encourage personal control by facilitating individuals to develop and use self management techniques such as WRAP (Wellness Recovery Action Plans).
- To promote relationships based on mutuality and the principles of recovery.

### **Contacts and Relationships**

- People using the service and their family and friends. Contact with family and friends will be dependent on content of consent to share agreement. The nature of tasks the Support Worker is required to carry out will range from mainly routine support to more complex needs, depending on individual circumstances.
- Care Coordinator has managerial/supervisory responsibilities and will delegate tasks to the support worker as required and through the development of a Support Plan.
- Team Leader has responsibility for the daily management of the service.
- Service Manager
- Sector Manager has responsibility to oversee management and development of the service.
- Peer Support Workers will work in partnership with individuals in receipt of the service and staff.
- Unit Clerical Worker, Domestic Assistant.
- MHO's and Social Workers.
- Other appropriate agencies; Health Service workers; advocacy workers; Voluntary Organisations etc.

### **Decisions (Participation)**

- Contribution to the preparation of reports as required.
- To attend and contribute to meetings as required
- To ensure compliance with required recording responsibilities
- To ensure compliance with Departmental/Service policies and procedures.

- Although unexpected situations may arise as a feature of this post, their solution is likely to be available from within recognised choices often within clear parameters. When lone working advice will be readily available if required.

### **Decisions (Consequences)**

- Decisions in relation to workload management, responsibilities or ongoing contact may have a direct impact on the people we support. Service delivery and relationships with the people using the service are key to the post and the role of Support Worker.
- Regular supervision, group supervision, team meetings and meetings with the multi-disciplinary team and training will provide opportunities to access support and advice with regard to the consequences of decisions made.
- The Support Worker will be required to contribute, by liaising with and informing the Care Co-ordinator, to the assessment of individual health and wellbeing needs and to the planning of how such needs will be met.

### **Resources**

- To promote and maintain a comfortable and stimulating environment, where appropriate.
- The support worker may on occasion be expected to manage and account for small sums of cash (maximum £50).
- Contribute to the up-keep and safety of the property where appropriate.

### **Environment – Work Demands**

- To undertake duties across the mental health support and residential service areas (Positive Steps - Colinton Mains House, Younger Peoples Service, Positive Steps - Aldermoor).
- The Support Worker will be supporting individuals on a 1-1 basis, which may involve long periods of concentration and active listening
- To work to rota requirements involving sleep-ins', on-call, irregular shift patterns and weekend working.
- To lone work on a regular basis, following the Lone Working Policies and Procedures. Management telephone support will be available 24 hours per day, 7 days a week.
- The Support Worker will be expected to work substantially with minimum supervision within the framework of policy and priorities as established by the Department of Health and Social Care.
- The Support Worker will be required to understand the importance of confidentiality and follow departmental guidelines at all times
- The Support Worker will be expected to contribute to reviews and service development.

## **Environment – Physical**

- To comply with Health and Safety legislation, infection control requirements and participate in relevant training.
- To contribute to the Health and Safety of the environment-including security, food hygiene, infection control.
- To undertake domestic duties and food preparation as required.
- The Support Worker role may demand physical work when supporting individuals to maintain their tenancies.
- To assist the Team Leader and Care Coordinator in ensuring that all fixtures, fittings etc, are adequately maintained by reporting defects, as necessary.
- To promote and maintain a comfortable and stimulating environment.
- The post may involve some physical effort in supporting people with their personal care needs.
- To use IT and other electrical equipment, as may be found in a house setting on a regular basis e.g. kettle, vacuum cleaner, TV, radio, microwave etc.
- The post will involve regular walking/local travel and climbing stairs.
- The Support Worker will also be expected to use public transport
- The post will involve short periods of manual lifting or handling.

## **Environment – Working conditions**

- The post holder may experience occasional exposure to unpredictable or hazardous working conditions when supporting service users in their tenancies.
- The post holder will have access to individual health and safety audits/risk assessments and will be expected to work within the measures specified to minimise such risk.

## **Environment – Work Context**

- There may be responsibilities associated with the need to maintain emotional resilience in potentially upsetting circumstances which may feature anger or aggression.
- The Support Worker will be required to undertake lone working on a regular basis and will be expected to adhere to the Departmental and individual service Lone Working Policy at all times

## **Knowledge, Skills, and Values**

- The Support Workers should have the qualification necessary to register with SSSC, SVQ III, and should have an informed understanding of the principles of 'Recovery'.
- Willingness to work towards achieving SVQ Level 2 (which can be offered in-house)

- Good communication skills (written and verbal).
- Awareness of mental health issues (training will be made available in the development of individual mental health awareness). To have an awareness of relevant mental health legislation. Training will be provided.
- To have an awareness of Adult Support and Protection legislation and guidelines. Training will be provided.
- Ability to work with minimum supervision and liaise with other professionals, and work effectively as part of a team.
- To be able to work with basic computer packages (including Word) and to be competent in using emails and the internet.
- Contribution to report writing. Observational and assessment skills.
- Must have the ability and commitment to be guided by 'Individual Support Plans' to meet the needs of the people who are using the service. To adhere to the principles of recovery and person centred care.
- To promote equality and diversity ensuring that confidentiality, privacy, choice, rights, and personal dignity are preserved. To maintain a positive approach to the capabilities of the people using the service, building on strengths.
- Ability and willingness to reflect on work practice and be open to constructive feedback.
- Ability to work under pressure. Personal integrity and insight.
- To make decisions and seek advice appropriately.
- To share and participate in, where appropriate, hobbies, pursuits and interests with/of people using the service.

In addition to the above there will be an expectation that Support Workers will participate in all essential training. This may include:

- |                                 |                                  |
|---------------------------------|----------------------------------|
| • WRAP.                         | • Fire safety training.          |
| • Mental Health Legislation.    | • SVQ III.                       |
| • Adult Support and Protection. | • Medication awareness training. |
| • Health and Safety.            | • IT training.                   |
| • Personal care training.       | • Manual handling.               |
| • Administration of medication. | • Realising Recovery training.   |
| • Suicide prevention.           | • Case note recording            |
| • Personal safety               |                                  |

#### **ADDITIONAL INFO:**

This post is considered Regulated Work with Vulnerable Children and/or Protected Adults, under the Protection of Vulnerable Groups (Scotland) Act 2007. From 28 February 2011, preferred candidates will be required to join the PVG Scheme or undergo a PVG scheme update check prior to a formal offer of employment being made by the City of Edinburgh Council.

## EMPLOYEE SPECIFICATION:

### Council Core Competencies

**These Council Core Competencies apply to all positions:**

Being Customer/Client Focused  
Working Effectively with Others  
Managing Change  
Taking Ownership and Responsibility  
Communicating Effectively  
Planning and Decision Making

**These Council Core Competencies apply to positions with responsibility for managing people or resources:**

Leading Others  
Managing Performance and Developing others  
Political Sensitivity

<b>Support Worker – Mental Health Support and Accommodation</b>	<b>Essential</b>	<b>Desirable</b>
Experience	Experience of providing support to individuals or groups  Experience of lone working	Supporting people who have experienced mental distress  Supporting people who use drugs and/or alcohol  An experience of 'Recovery' oriented practice  An experience of care/support planning  An experience of carrying out risk assessments
Knowledge, Skills and Understanding	Effective communication skills, i.e. active listening, body language etc  Effective written skills – ability to write case notes clearly and concisely  Knowledge of mental health issues  Ability to work as part of a team	A knowledge of the principles of 'Recovery'  Knowledge of the Care Inspectorate and of the National Care Standards relevant to each service  Assessment skills



	<p>Basic IT skills – ability to open/type documents</p> <p>Ability to send/receive emails</p>	
Qualifications and Training	SVQ 2 Health & Social Care or equivalent	
Job Specific Requirements	<p>To support individuals with practical tasks such as shopping, cooking, cleaning etc</p> <p>To provide individuals with support to budget manage their finances</p> <p>To offer advice and support to people regarding personal safety and positive risk taking</p> <p>To support individuals at times of distress or loss</p> <p>To follow the guidelines for the administration of medication</p> <p>To support individuals to develop links with the local community</p> <p>Report concerns to the Team Leader/Care Co-ordinator's as soon as they arise</p> <p>To undertake shift work, including weekends and public holidays</p> <p>To undertake sleep-in duties as required</p> <p>To ensure that those using the service are aware of their rights and relevant complaints procedures</p>	

	<p>To support people, in partnership, to develop their own Support Plans and Living Safe and Well Plan</p> <p>To inform the Care Co-ordinator(s) of any changes</p> <p>To assist people to plan their support on a weekly basis</p> <p>Willingness to share interests with the people you support</p>	
<p>Applicants should always check the Job Vacancy Summary for any specific Employee Specification Requirements for the advertised vacancy.</p>		